①

BEST
BASE ENGINEERING SUPPORT, TECHNICAL

EMERGENCY/SERVICE MODULE

PROGRAM MAINTENANCE MANUAL

WRITTEN FOR MICROCOMPUTERS, USING MICROFOCUS™ COBOL AND BTRIEVE

DTIC
ELECTE
APR 27 1989
S D
D

VERSION 1.0

AUGUST 1987

89   4   26   109

50272-101

REPORT DOCUMENTATION PAGE	1. REPORT NO. DOD/SW/DK-89/013b	2.	3. Recipient's Accession No.

4. Title and Subtitle Emergency/Service
Program Maintenance Manual
Written for Microcomputers, Using Microfocus[tm] Cobol and Btrieve

5. Report Date Prepared
August 1987

6.

7. Author(s)
Civil Engineer Support Office, Code 1523

8. Performing Organization Rept. No.
N/A

9. Performing Organization Name and Address

Civil Engineer Support Office
Naval Construction Battalion Center
Port Hueneme, CA 93043-5000

10. Project/Task/Work Unit No.
N/A

11. Contract(C) or Grant(G) No.
(C) N/A

(G) N/A

12. Sponsoring Organization Name and Address

Naval Facilities Engineering Command
200 Stovall Street
Alexandria, VA 22332

13. Type of Report & Period Covered
Microcomputer Software
Program Maintenance Manual

14.

15. Supplementary Notes
This document is pending Certification of Review in accordance with SECNAVINST 5600.6A.

For diskettes, see:

16. Abstract (Limit: 200 words)

The Emergency/Service (E/S) Module Program Maintenance Manual provides details about all available data fields, flowcharts for the system and each program, system and program functional summaries, report generation instructions, and output samples.

Emergency work usually requires immediate attention in order to prevent loss or damage to government property, or is needed to restore essential services and/or eliminate hazards. Service work is generally minor in scope and can be accomplished in 16 hours or less. Based upon input from the E/S work reception desk, the system prints out work orders for the performing shop.

The E/S Module supports all efforts associated with managing an E/S operation. It provides rapid work request processing and data retrieval ability, performs statistical analysis on E/S work orders, facilitates the use of Engineered Performance Standards (EPS), and generates E/S management analysis reports on demand. Keywords:

17. Document Analysis a. Descriptors

N/A

b. Identifiers/Open-Ended Terms

Base Engineering Support, Technical (BEST)
Emergency/Service (E/S)
Engineered Performance Standards (EPS)

c. COSATI Field/Group N/A

18. Availability Statement	19. Security Class (This Report) Unclassified	21. No. of Pages 90
Release unlimited	20. Security Class (This Page) Unclassified	22. Price A05 $15.95

(See ANSI-Z39.18)   See Instructions on Reverse

OPTIONAL FORM 272 (4-77)
(Formerly NTIS-35)
Department of Commerce

A

DO NOT PRINT THESE INSTRUCTIONS AS A PAGE IN A REPORT

INSTRUCTIONS

Optional Form 272, Report Documentation Page is based on Guidelines for Format and Production of Scientific and Technical Reports, ANSI Z39.18–1974 available from American National Standards Institute, 1430 Broadway, New York, New York 10018. Each separately bound report—for example, each volume in a multivolume set—shall have its unique Report Documentation Page.

1. **Report Number.** Each individually bound report shall carry a unique alphanumeric designation assigned by the performing organization or provided by the sponsoring organization in accordance with American National Standard ANSI Z39.23–1974, Technical Report Number (STRN). For registration of report code, contact NTIS Report Number Clearinghouse, Springfield, VA 22161. Use uppercase letters, Arabic numerals, slashes, and hyphens only, as in the following examples: FASEB/NS–75/87 and FAA/RD–75/09.

2. **Leave blank.**

3. **Recipient's Accession Number.** Reserved for use by each report recipient.

4. **Title and Subtitle.** Title should indicate clearly and briefly the subject coverage of the report, subordinate subtitle to the main title. When a report is prepared in more than one volume, repeat the primary title, add volume number and include subtitle for the specific volume.

5. **Report Date.** Each report shall carry a date indicating at least month and year. Indicate the basis on which it was selected (e.g., date of issue, date of approval, date of preparation, date published).

6. **Sponsoring Agency Code.** Leave blank.

7. **Author(s).** Give name(s) in conventional order (e.g., John R. Doe, or J. Robert Doe). List author's affiliation if it differs from the performing organization.

8. **Performing Organization Report Number.** Insert if performing organization wishes to assign this number.

9. **Performing Organization Name and Mailing Address.** Give name, street, city, state, and ZIP code. List no more than two levels of an organizational hierarchy. Display the name of the organization exactly as it should appear in Government indexes such as Government Reports Announcements & Index (GRA & I).

10. **Project/Task/Work Unit Number.** Use the project, task and work unit numbers under which the report was prepared.

11. **Contract/Grant Number.** Insert contract or grant number under which report was prepared.

12. **Sponsoring Agency Name and Mailing Address.** Include ZIP code. Cite main sponsors.

13. **Type of Report and Period Covered.** State interim, final, etc., and, if applicable, inclusive dates.

14. **Performing Organization Code.** Leave blank.

15. **Supplementary Notes.** Enter information not included elsewhere but useful, such as: Prepared in cooperation with . . . Translation of . . . Presented at conference of . . . To be published in . . . When a report is revised, include a statement whether the new report supersedes or supplements the older report.

16. **Abstract.** Include a brief (200 words or less) factual summary of the most significant information contained in the report. If the report contains a significant bibliography or literature survey, mention it here.

17. **Document Analysis. (a). Descriptors.** Select from the Thesaurus of Engineering and Scientific Terms the proper authorized terms that identify the major concept of the research and are sufficiently specific and precise to be used as index entries for cataloging.

    (b). Identifiers and Open-Ended Terms. Use identifiers for project names, code names, equipment designators, etc. Use open-ended terms written in descriptor form for those subjects for which no descriptor exists.

    (c). COSATI Field/Group. Field and Group assignments are to be taken from the 1964 COSATI Subject Category List. Since the majority of documents are multidisciplinary in nature, the primary Field/Group assignment(s) will be the specific discipline, area of human endeavor, or type of physical object. The application(s) will be cross-referenced with secondary Field/Group assignments that will follow the primary posting(s).

18. **Distribution Statement.** Denote public releasability, for example "Release unlimited", or limitation for reasons other than security. Cite any availability to the public, with address, order number and price, if known.

19. & 20. **Security Classification.** Enter U.S. Security Classification in accordance with U.S. Security Regulations (i.e., UNCLASSIFIED).

21. **Number of pages.** Insert the total number of pages, including introductory pages, but excluding distribution list, if any.

22. **Price.** Enter price in paper copy (PC) and/or microfiche (MF) if known.

BASE ENGINEERING SUPPORT, TECHNICAL (BEST)

EMERGENCY/SERVICE SYSTEM

PROGRAM MAINTENANCE MANUAL

WRITTEN FOR MICROCOMPUTERS, USING

MICROFOCUS™ COBOL AND BTRIEVE

VERSION 1.0

CERTIFICATION OF REVIEW
Reviewed and Approved _____, 1987
in accordance with SECNAVINST 5600.16A

_____

PREPARED BY
Civil Engineer Support Office
Naval Construction Battalion Center
Port Hueneme, Ca 93043-5000
for
Naval Facilities Engineering Command
200 Stovall Street
Alexandria, VA 22332

Each program of the Base Engineering Support, Technical (BEST), is designed to meet a specific functional need. This document outlines operating behavior, data entry, processing logic and the reports which can be extracted for use by all levels of management.

The Base Engineering Support, Technical (BEST) Emergency/Service System contains two subsystems:

        o   The Emergency/Service User Module

        o   The Emergency/Service Support Module

The Emergency/Service Program Maintenance Manual lists all available data fields and details about each one, flowcharts for the system and each program, system and program functional summaries, report generation instructions, and output samples.

The Emergency/Service System Notes Manual provides information on system installation and executing procedures.

Suggestions for improvements to the BEST, Emergency/Service System may be addressed to the Commanding Officer, Code 1521, Civil Engineer Support Office, Naval Construction Battalion Center, Port Hueneme, California 93043.

CONTENTS

Page

CONTENTS (cont.)

CONTENTS (cont.)

CONTENTS (cont.)

FLOWCHARTS

CONTENTS (cont.)

REPORT SAMPLES

SCREEN TABLES

CHAPTER 1. OVERALL FUNCTIONAL DESCRIPTION

1.1 EMERGENCY/SERVICE SYSTEM. The Emergency/Service System is a subsection of the Base Engineering Support, Technical (BEST) System. The Emergency/Service System consists of a User Module and a Support Module. Figures 1-1 and 1-2 are flowcharts of the User module components and Figure 1-3 is a flowchart of the Support Module.

1.2 USER MODULE. The User Module maintains data on work orders and consists of four automated subsystems. These four subsystems are:

     o generation and maintenance of active Work Orders,
     o history Work Order maintenance,
     o purging of active Work Orders to history,
     o a report generator.

The report generator can be used to generate preformatted reports based on User selection and sort choices to produce In-House Status, Operators Index, Customer Status and Summary reports as well as produce a listing of all standard report formats.

1.3 SUPPORT MODULE. The Support Module provides six support function automated subsystems. These six subsystems are:

     o update General Purpose record
     o update Customer data
     o update Local Standards Handbook
     o print ESP-705 Handbook
     o print Local Handbook
     o Year End History purge

Figure 1-1. User Modules

1-2
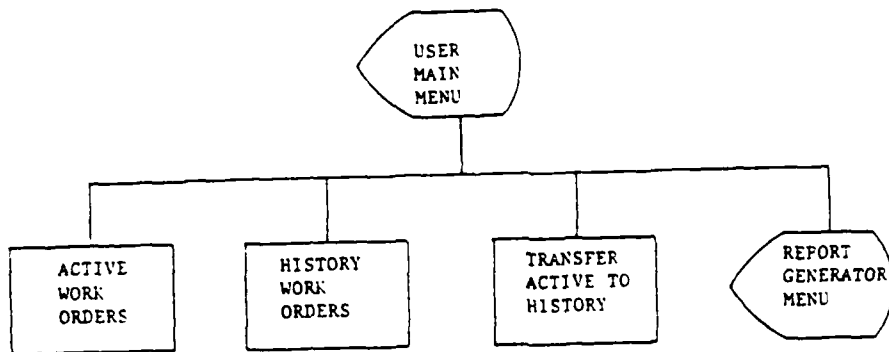
```
                          ┌─────────┐
                         ╱  USER    │
                        ╱   MAIN    │
                        ╲   MENU    │
                          └────┬────┘
                               │
                          ┌────┴─────┐
                         ╱  REPORT   │
                        ╱ GENERATOR  │
                        ╲   MENU     │
                          └────┬─────┘
                               │
     ┌───────────┬───────────┬─┴─────────┬───────────┐
┌────┴────┐ ┌────┴────┐ ┌────┴────┐ ┌────┴────┐ ┌────┴────┐
│ IN-HOUSE│ │OPERATORS│ │ CUSTOMER│ │ SUMMARY │ │ PRINT   │
│ STATUS  │ │ INDEX   │ │ STATUS  │ │ REPORTS │ │STANDARD │
│ REPORTS │ │ REPORTS │ │ REPORTS │ │         │ │ REPORTS │
└─────────┘ └─────────┘ └─────────┘ └─────────┘ └─────────┘
```
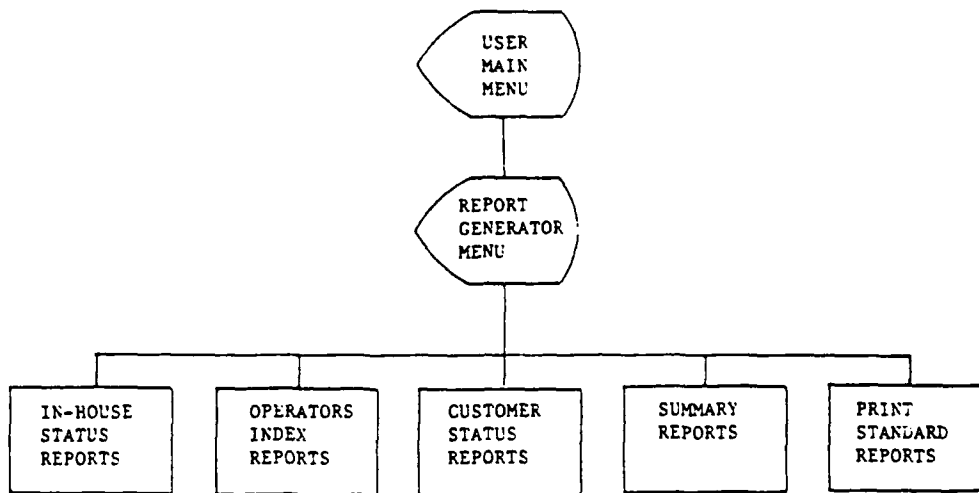
Figure 1-2. User Module (Report Generator)

```
                    ┌─────────┐
                    │ SUPPORT │
                    │ MAIN    │
                    │ MENU    │
                    └────┬────┘
                         │
    ┌───────┬────────┬───┴────┬────────┬─────────┐
┌────────┐┌────────┐┌────────┐┌────────┐┌────────┐┌────────────┐
│GENERAL ││CUSTOMER││LOCAL   ││PRINT   ││PRINT   ││END OF YEAR │
│PURPOSE ││TABLE   ││HANDBOOK││ESP-705 ││LOCAL   ││HISTORY     │
│RECORD  ││UPDATE  ││UPDATE  ││HANDBOOK││HANDBOOK││PURGE       │
│UPDATE  ││        ││        ││        ││        ││            │
└────────┘└────────┘└────────┘└────────┘└────────┘└────────────┘
```
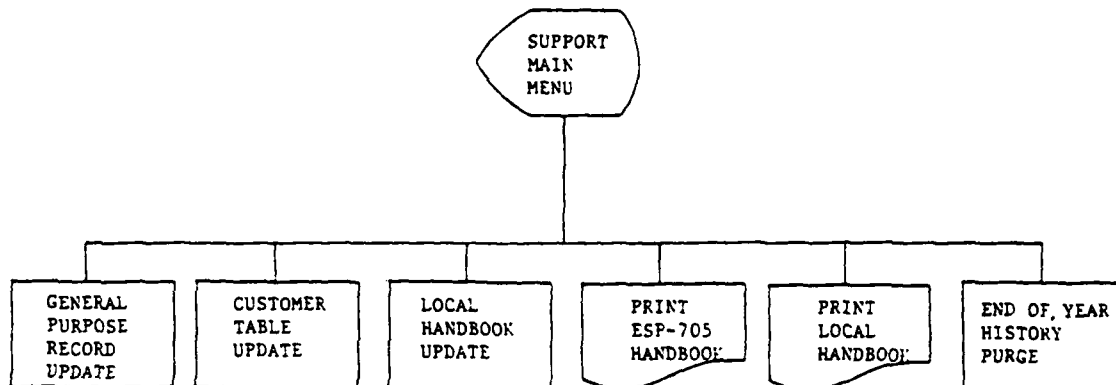
Figure 1-3. Support Module

CHAPTER 2. PROGRAM FUNCTIONAL DESCRIPTIONS

2.1 USER MODULE DRIVER (EMPG01). The User Module Driver program provides
the User with menus for maintenance of work order, time standard, customer
and handbook data It also provides for selection of report. Figure 2-1 is
a flowchart of the User Module Driver program. The User Module Driver
screens and options are:

      o Display User Driver Module (Screen 100)
      o Report Generator Menu (Screen 500)
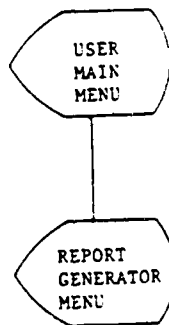
Figure 2-1. User Module Driver (EMPG01)

2-1

2.2 ACTIVE WORK ORDER PROGRAM (EDIR01). The Active Work Order program allows the user to add, modify, delete and print work order chits. The user may also choose to print work order directories by Work Order Number, Building, or Customer. Access to the Navy and Local Standards is also available to assist the user in determining which standards to incorporate into the work order. Figure 2-2 is a flowchart of the Active Work Order program The screens and options of this program are:

- o Display work order (screens: 200-page 1, 205-page 2, 210-page 3)
- o Add work order (screens: 215-page 1, 220-page 2)
- o Modify work order (screens: 230-page 1, 235-page 2, 240-page 3)
- o Delete work order (screen 245)
- o Search for work order (screen 250)
- o Display Time Standards (screens: 270-navy, 255-Local)
- o Print chit (screens 200, 205, 210)
- o Print directories (screen 250)
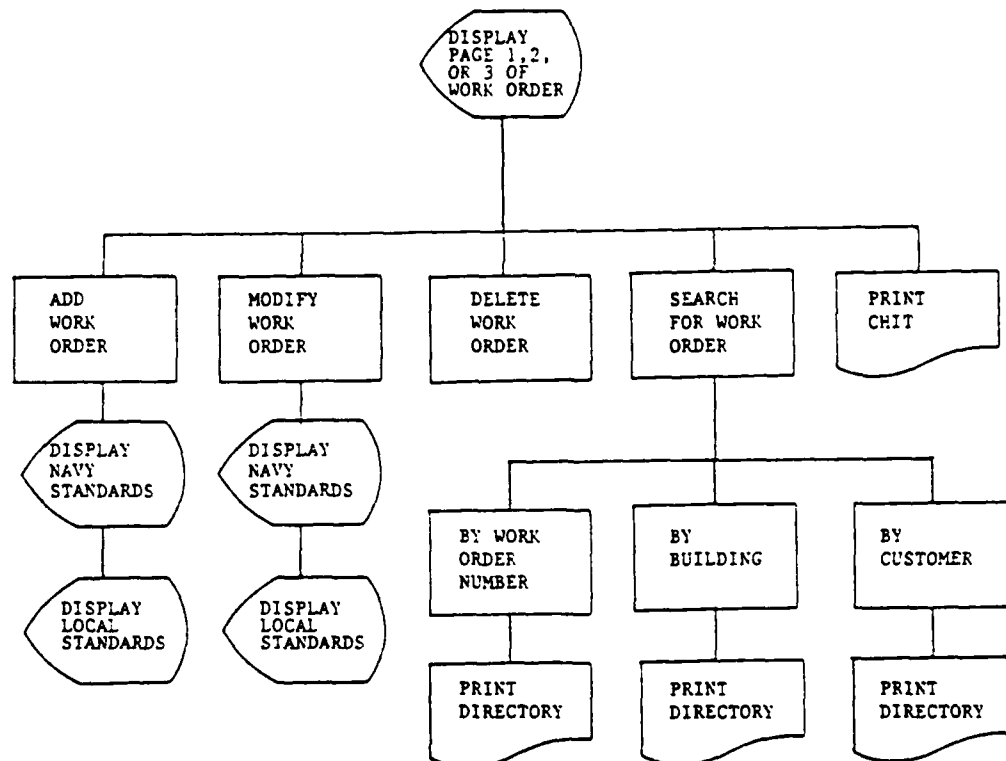
Figure 2-2. Active Work Orders (EDIR01)

2.3 HISTORY WORK ORDER PROGRAM (EDIR02). The History Work Order program allows the user to modify, delete and print work order chits. The user may also choose to print work order directories by Work Order Number, Building, or Customer. Access to the Navy and Local Standards is also available to assist the user in determining which standards to incorporate into the work order. Figure 2-3 is a flowchart of the History Work Order program. The screens and options of this program are:

    o Display work order (screens: 300-page 1, 305-page 2, 310-page 3)
    o Modify work order (screens: 330-page 1, 335-page 2, 340-page 3)
    o Delete work order (screen 345)
    o Search for work order (screen 350)
    o Display Time Standards (screens: 370-Navy, 355-Local)
    o Print chit (screens 300, 305, 310)
    o Print directories (screen 350)
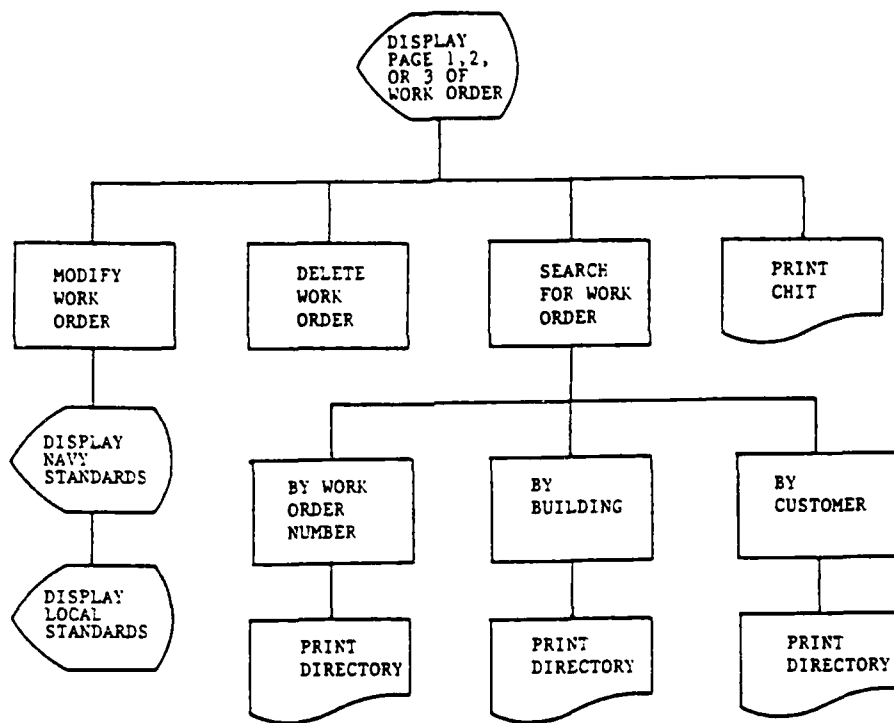
Figure 2-3. History Work Orders (EDIR02)

2.4   ACTIVE TO HISTORY TRANSFER (EDIR03). The Active to History Transfer program transfers completed or canceled work orders from the Active Work Order File (ESFILE) to the History Work Order file (HESFILE).   Figure 2-4 is a flowchart of the Active to History Transfer program.   The option of the Active to History Transfer program is:

   o   Purge Active to History (screen 260)

```
        _____
       /  MAKE      \
      /   PURGE DATE  \
      \   SELECTION   /
       _____ _/
            |
            |
       _____|_____
      |            |
      | PURGE      |
      | ACTIVE     |
      | TO         |
      | HISTORY    |
      |_____|
```
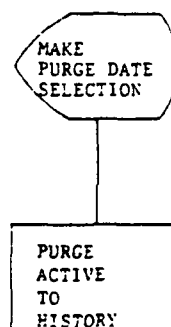
Figure 2-4.   Active to History Transfer (EDIR03)

2.5   IN-HOUSE STATUS REPORT (ERPT01). The In-House Status Report program
provides the user with the options to add, modify, delete or search for
format (ESFORMT) records or to create temporary report formats with which to
generate In-House Status Reports. Once a report format has been selected,
the user can then choose to generate and print In-House Status and Summary
Reports based on the selection and sort parameters of the chosen format
record. Figure 2-5 is a flowchart of the In-House Status Report program.
The In-House Status program screens and options are:

       o   Display format record (screen 505)
       o   Search for format record (screen 505)
       o   Add format record (screen 510)
       o   Modify format record (screen 515)
       o   Delete format record (screen 520)
       o   Create temporary format record (screen 525)
       o   Display In-House Status Report (screen 530)
       o   Print In-House Status Report (screen 530)
       o   Display Summary Report (screen 540)
       o   Print Summary Report (screen 540)
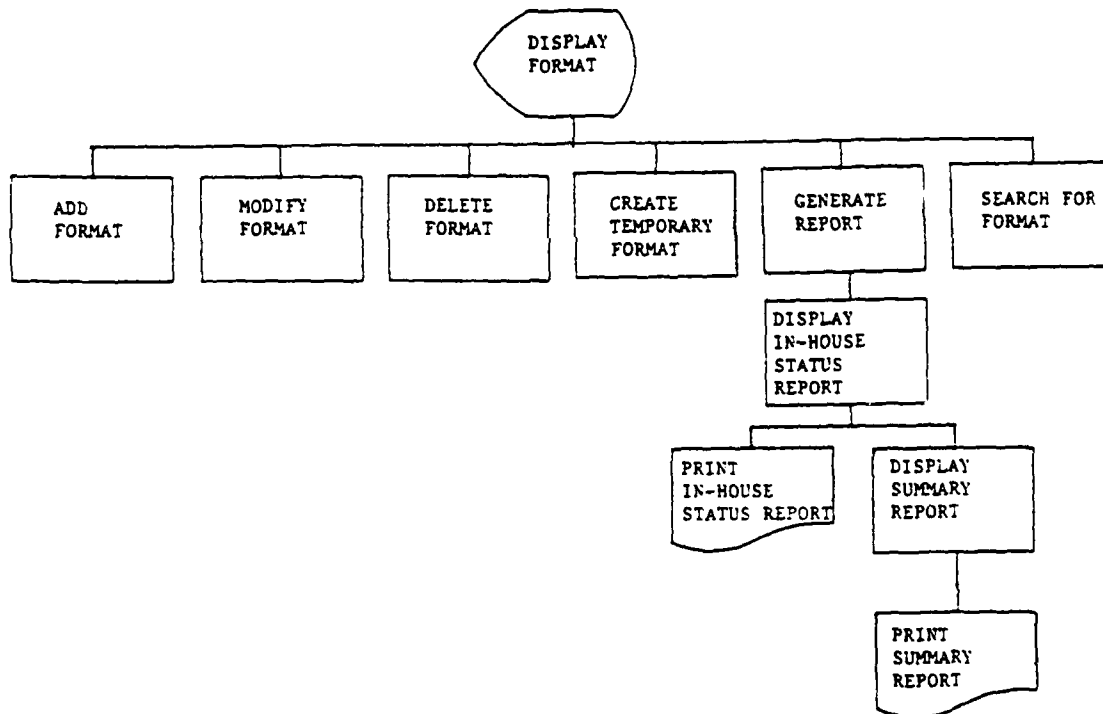
Figure 2-5.   In-House Status Report (ERPT01)

2.6 OPERATOR'S INDEX REPORT (ERPT02). The Operator's Index report program provides the user with the options to add, modify, delete or search for format (ESFORMAT) records or to create temporary report formats with which to generate Operators Index Reports. Once a report format has been selected, the user can then choose to generate and print Operator's Index and Summary Reports based on the selection and sort parameters of the chosen format record. Figure 2-6 is a flowchart of the Operator's Index Report program. The Operator's Index Report screens and options are:

    o Display format record (screen 605)
    o Search for format record (screen 605)
    o Add format record (screen 610)
    o Modify format record (screen 615)
    o Delete format record (screen 620)
    o Create Temporary format record (screen 625)
    o Generate Operator's Index Report (screen 605)
    o Display Operator's Index Report (screen 630)
    o Print Operator's Index Report (screen 630)
    o Display Summary Report (screen 640)
    o Print Summary Report (screen 640)
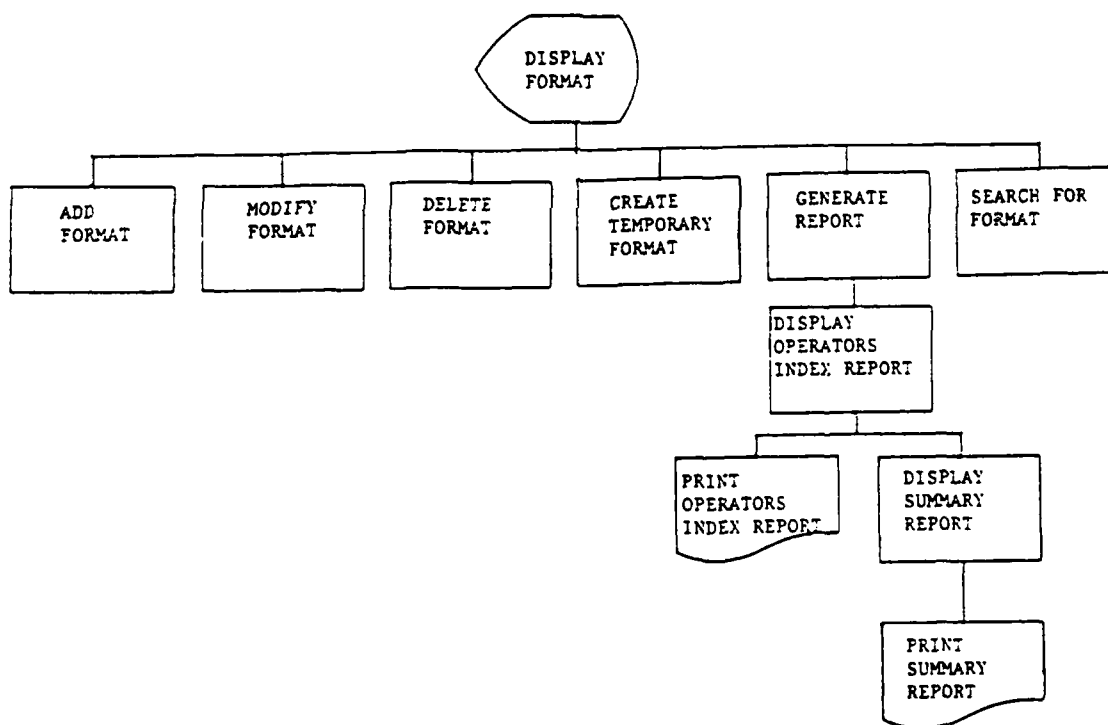
Figure 2-6. Operator's Index Report (ERPT02)

2.7 CUSTOMER STATUS REPORT (ERPT03). The Customer Status Report program
provides the user with the options to add, modify, delete or search for
format (ESFORMT) records or to create temporary report formats with which to
generate Customer Status Reports. Once a report format has been selected,
the user can then choose to generate and print Customer Status and Summary
Reports based on the selection and sort parameters of the chosen format
record. Figure 2-7 is a flowchart of the Customer Status Report program The
Customer Status Report program screens and options are:

> o Display format record (screen 705)
> o Search for format record (screen 705)
> o Add format record (screen 710)
> o Modify format record (screen 715)
> o Delete format record (screen 720)
> o Create temporary format record (screen 725)
> o Generate Customer Status Report (screen 705)
> o Display Customer Status Report (screen 730)
> o Print Customer Status Report (screen 730)
> o Display Summary Report (screen 740)
> o Print Summary Report (screen 740)
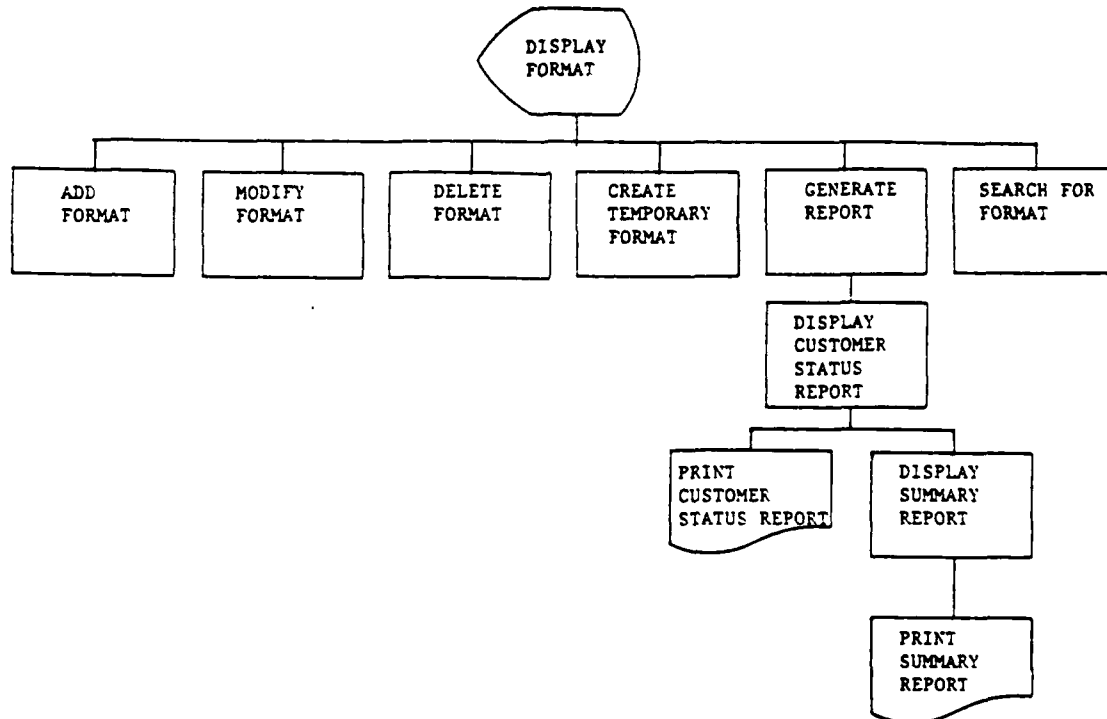
Figure 2-7. Customer Status Report (ERPT03)

2-7

2.8 SUMMARY REPORT (ERPT04). The Summary Report program provides the user with the options to add, modify, delete or search for format (ESFORMT) records or to create temporary report formats with which to generate Summary Reports. Once a report format has been selected, the user can then choose to generate and print the Summary Report based on the selection and sort parameters of the chosen format record. Figure 2-8 is a flowchart for the Summary Report program. The Summary Report program screen and options are:

o Display format record (screen 805)
o Search for format record (screen 805)
o Add format record (screen 810)
o Modify format record (screen 815)
o Delete format record (screen 820)
o Create temporary format record (screen 825)
o Display Summary Report (screen 835)
o Print Summary Report (screen 835)
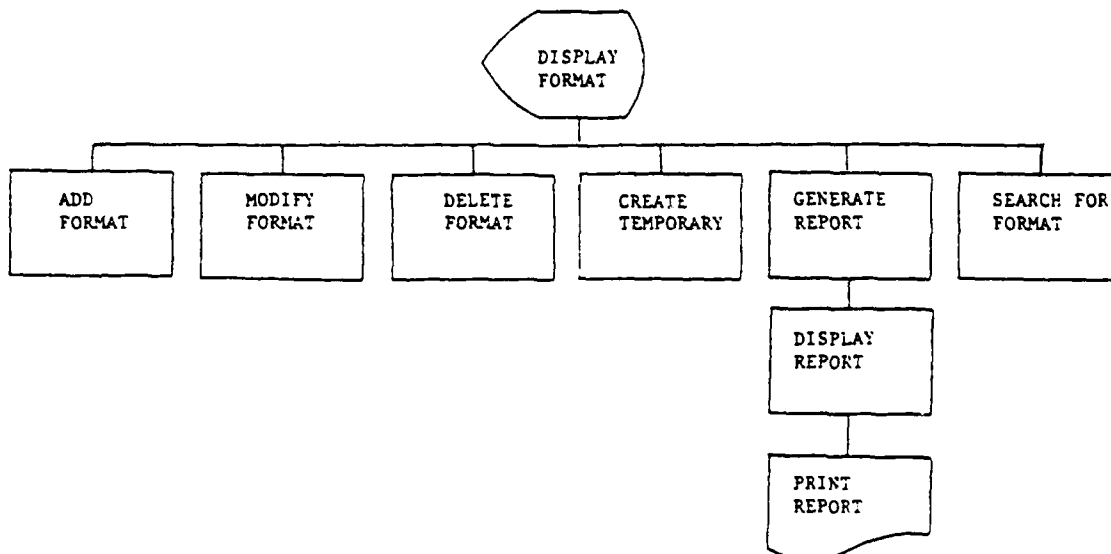
Figure 2-8. Summary Report (ERPT04)

2.9 PRINT STANDARD REPORTS (ERPT05). The Print Standard Reports program prints a report of the standard format (ESFORMT) file which shows the files, sort, and selection choices for printing the standard reports of the Report Generator. It is directly invoked from the Report Generator Menu. Figure 2-9 is a flowchart of the Print Standard Reports program. The Print Standard Reports screen and options are:

     o Report Generator Menu (screen 500)
     o Print Standard Reports (screen 500)

REPORT
GENERATOR
MENU

Figure 2-9. Print Standard Reports (ERPT05)

2.10 SUPPORT MODULE DRIVER (EMPG02). The Support Module Driver program
provides the user with a menu of support programs to maintain the General
Purpose Record, Customer data and Local Handbook data. It also provides
print functions for the P-705 and Local handbooks and an End of Year History
Purge. Figure 2-10 is a flowchart of the Support Module Driver program.
The Support Module screen and option is:

     o Display Support Module Menu (screen 110)

Figure 2-10. Support Module Driver (EMPG02)

2.11 GENERAL PURPOSE RECORD UPDATE (EGPRØ1). The General Purpose Record Update program allows the user the options to display or modify the General Purpose Record which is used for work order number assignments. Figure 2-11 is a flowchart of the General Purpose Record Update program. The screen and options for the General Purpose Record Update program are:

     o Display General Purpose Record (screen 115)
     o Modify General Purpose Record (screen 115)

```
+---------------+
| DISPLAY       |
| OR MODIFY     |
| GPR           |
+---------------+
```

Figure 2-11. General Purpose Record Update (EGPRØ1)

2.12 CUSTOMER UPDATE PROGRAM (ETBL01). The Customer Update program
provides the user with the options to add, modify, delete and print Customer
data. Figure 2-12 is a flowchart of the Customer Update program. The
Customer Update program screens and options are:

       o Display Customer record (screen 120)
       o Search for Customer record (screen 120)
       o Add Customer record (screen 125)
       o Modify Customer record (screen 130)
       o Delete Customer record (screen 135)
       o Print Customer report (screen 120)
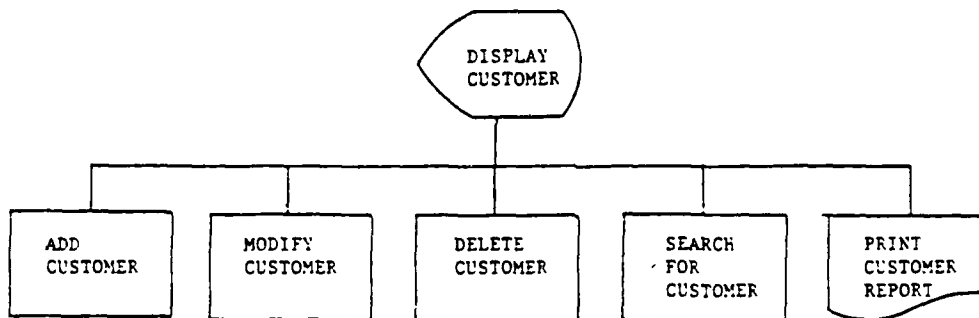
Figure 2-12. Customer Update (ETBL01)

2.13 LOCAL STANDARDS UPDATE (EHBK01). The Local Standards Update program allows the user to display, add, modify, delete, print and search for Local Standards Handbook information. Figure 2-13 is flowchart of the Local Standards Update program. The Local Standards Update program screens and options are:

- o Display Local Standards (screen 160)
- o Search for Local Standards (screen 160)
- o Add Local Standards (screen 165)
- o Modify Local Standards (screen 170)
- o Delete Local Standards (screen 175)
- o Print Local Standards (screen 160)
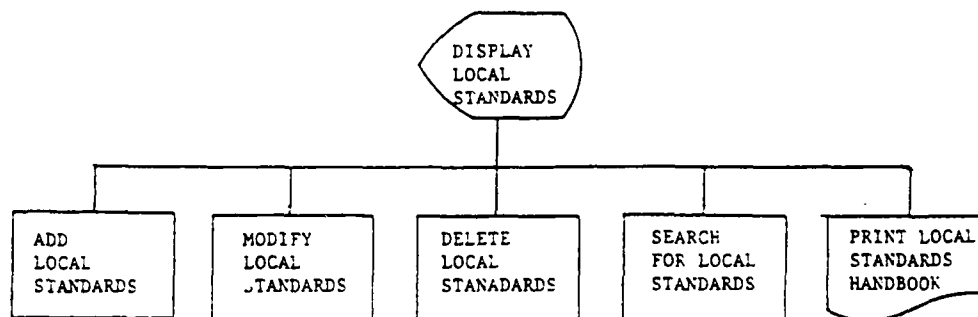
Figure 2-13. Local Standards Update (EHBK01)

2.14   PRINT P-705 TIME STANDARDS HANDBOOK (EHBK02).   The Print-705 Time
Standards Handbook program provides the user with the option to print Work
Order Number, Noun, Description and P-705 Time Standards by Zone in
alphabetical order by Noun.   It is directly invoked from the Support Module
Main Menu.   Figure 2-14 is a flowchart of the Print P-705 Time Standards
Handbook program.   The screen and option of the Print P-705 Time Standards
Handbook is:

   o   Print the P-705 Time Standards Handbook (screen 110)

```
        ╱‾‾‾‾‾‾‾‾‾╲
       ╱  SUPPORT  ╲
       │  MAIN     │
       │  MENU     │
        ╲_____╱
            │
            │
            │
        ┌──────────┐
        │ PRINT    │
        │ P-705 TIME│
        │ STANDARDS │
        │ HANDBOOK  │
        └──────────┘
```
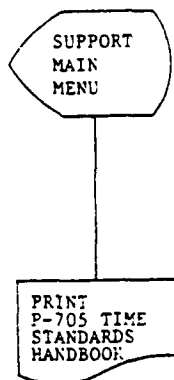
Figure 2-14.   Print P-705 Time Standards Handbook (EHBK02)

2-14

2.15 PRINT LOCAL TIME STANDARDS HANDBOOK (EHBK03). The Print Local Time Standards Handbook program provides the user with the option to print Work Order Number, Noun, Description and Local Time Standards by Zone in alphabetical order by Noun. It is directly invoked from the Support Module Main Menu. Figure 2-15 is a flowchart of the Print Local Time Standards Handbook program. The screen and option of the Print Local Time Standards Handbook is:

     o Print the Local Time Standards Handbook (screen 110)
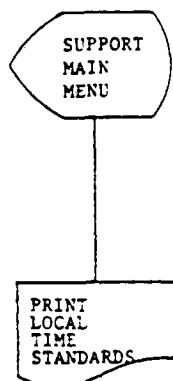
Figure 2-15. Print Local Time Standards Handbook (EHBK03)

2.16 HISTORY TO ARCHIVE TRANSFER (EDIR04). The History to Archive Transfer program transfers History Work Order file (HESFILE) records to the Archive Work Order File (ARFILE) based on user selected date and filename. Figure 2-16 is a flowchart of the History to Archive Transfer program. The screen and option of the History to Archive Transfer program is:

   o Purge History to Archive (screen 150)
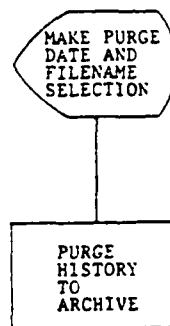
Figure 2-16. History to Archive Transfer (EDIR04)

3.1 ARCHIVE WORK ORDER FILE (ARFILE). This is the archive file for the Emergency/Service work order file. The record length is 752. This is an indexed file. The primary key is AR-WO-KEY. The alternate keys are AR-BLDG-KEY and AR-CUST-CODE.

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
1-22	AR-BLDG-DESC-KEY	C	see Note #1, page 3-2
2-22	AR-BLDG-KEY	C	Ascending key consisting of building number and work order number
2-11	AR-BUILDING-NUM	C	Building number
12-22	AR-CUST-DESC-KEY	C	see Note #1, page 3-2
13-16	AR-CUST-CODE	C	Customer code
17-22	AR-WO-DESC-KEY	C	see Note #1, page 3-2
18-22	AR-WO-KEY	N	Primary key for work order number
18-22	AR-WO-NUM	N	Work Order number
23	AR-WO-STATUS-CODE	C	Status code
24-32	AR-WO-STATUS-WORD	C	Work status word
33-45	AR-JOB-NUM	C	Job number
46-51	AR-RECEIVED-DATE	N	Date request received
46-47	AR-RECD-YY	N	Year received
48-49	AR-RECD-MM	N	Month received
50-51	AR-RECD-DD	N	Day received
52-57	AR-START-DATE	N	Date work started
52-53	AR-START-YY	N	Year started
54-55	AR-START-MM	N	Month started
56-57	AR-START-DD	N	Day started
58-63	AR-COMPLETION-DATE	N	Date work completed
58-59	AR-COMPL-YY	N	Year completed
60-61	AR-COMPL-MM	N	Month completed
62-63	AR-COMPL-DD	N	Day completed
64-67	AR-TIME-RECD	N	Time received
68-72	AR-PRIM-WCC-ASG	C	Primary standard work center/craft
73-75	AR-PRIM-HRS-ASG	N	Primary standard hours
76-80	AR-PRIM-WCC-PER	C	Primary work center/craft performed
81-83	AR-PRIM-HRS-PER	N	Primary hours actually performed
84-87	AR-PRIM-WORK-CODE	C	Primary work code
88-92	AR-SECD-WCC-ASG	C	Secondary standard work center/craft
93-95	AR-SECD-HRS-ASG	N	Secondary standard hours
96-100	AR-SECD-WCC-PER	C	Secondary work center/craft performed
101-103	AR-SECD-HRS-PER	N	Secondary hours actually performed
104-107	AR-SECD-WORK-CODE	C	Secondary work code
108-112	AR-THRD-WCC-ASG	C	Third standard work center/craft

NOTE # 1. Filler byte for descending key was necessary in the Honeywell DPS-6 files; it is not necessary for use with the microcomputer version.

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
113-115	AR-THRD-HRS-ASG	N	Third standard hours
116-120	AR-THRD-WCC-PER	C	Third work center/craft performed
121-123	AR-THRD-HRS-PER	N	Third hours actually performed
124-127	AR-THRD-WORK-CODE	C	Third work code
128-137	AR-WORK-LOC	C	Work Location
138	AR-DELAY-CODE	C	Delay code
139-141	AR-INV-CODE	C	Inventory code
142-161	AR-CALLER	C	Person who called
162-175	AR-PHONE-NO	C	Phone of person who called
176-190	AR-CRAFTSMAN	C	Craftsman
191-194	AR-TOT-COST	N	Total cost
195-207	AR-EQP-NUM	C	Equipment number
208-227	AR-DES-NOUN	C	Descriptive noun
228-247	AR-DES-VERB	C	Descriptive verb
248-267	AR-DES-ADJ	C	Descriptive adjective
268-523	AR-TABLE-D-LINE	C	Descriptive lines - occurs 4 times
268-331	AR-D-LINE	C	Descriptive line
524-715	AR-TABLE-S-LINE	C	Descriptive lines - occurs 3 times
524-587	AR-S-LINE	C	Descriptive line
716-739	AR-RCP-NAME	C	Received person's name
740-744	AR-JULIAN-REC-DATE	N	Julian received date
745-749	AR-JULIAN-COM-DATE	N	Julian completion date
750-751	AR-LC-CODE	N	Labor class code
752	AR-AR-ZONE	C	Area zone

3.2   ARCHIVE MATERIAL FILE (ARMATL). This is the Archive file for the Emergency/Service Material file. The record length is 225 bytes. This is an indexed file. The primary key is ARMATL-KEY.

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
1-6	ARMATL-DESC-KEY	C	see Note #1
2-6	ARMATL-KEY	N	Work Order number key
2-6	ARMATL-WO	N	Work Order Number
7-150	ARMATL-MATL-DETAIL	C	Part number details
7-31	ARMATL-MANUFACTURER	C	Manufacturer----
32-37	ARMATL-MODEL	C	Model number |
38-47	ARMATL-CATALOG-NUM	C	Catalog number |
48-51	ARMATL-PAGE	C	Page number | -- occurs 2 times
52-60	ARMATL-SERIAL	C	Serial number |
61-67	ARMATL-VENDOR	C	Vendor number |
68-78	ARMATL-REC-BY	C	Received by-----
151-450	ARMATL-MATL-GENERIC	C	Description of materials
151-190	ARMATL-MATL-DESC	C	Description-----
191-198	ARMATL-QUANTITY	N	Quantity | -- occurs 4 times
199-203	ARMATL-UNITS	C	Units |
204-225	ARMATL-PART-NUM	C	Part number-----

3.3   CUSTOMER FILE (CUSTOMR). This is the customer code and name file. The record length is 30 bytes. This is an indexed file. The primary key is CUST-KEY.

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
1-5	CUST-DESC-KEY	C	see Note #1, page 3-2
2-5	CUST-KEY	C	Primary key
6-30	TBL-CUST-NAME	C	Customer name

3.4   WORK ORDER FILE (ESFILE). This is the active work order file containing information on work orders. The record length is 752 bytes. This is an indexed file. The primary key is ES-WO-KEY. The alternate keys are ES-BLDG-KEY, ES-CUST-CODE, and ES-WO-STATUS-CODE.

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
1-22	ES-BLDG-DESC-KEY	C	see Note #1, page 3-2
2-22	ES-BLDG-KEY	C	Ascending key consisting of building number and work order number
2-11	ES-BUILDING-NUM	C	Building number
12-22	ES-CUST-DESC-KEY	C	see Note #1, page 3-2
13-16	ES-CUST-CODE	C	Customer code
17-22	ES-WO-DESC-KEY	C	see Note #1, page 3-2
18-22	ES-WO-NUM	N	Work Order number
23	ES-WO-STATUS-CODE	C	Status code
24-32	ES-WO-STATUS-WORD	C	Work status word
33-45	ES-JOB-NUM	C	Job number
46-51	ES-RECEIVED-DATE	N	Date request received
46-47	ES-RECD-YY	N	Year received
48-49	ES-RECD-MM	N	Month received
50-51	ES-RECD-DD	N	Day received
52-57	ES-START-DATE	N	Date work started
52-53	ES-START-YY	N	Year started
54-55	ES-START-MM	N	Month started
56-57	ES-START-DD	N	Day started
58-63	ES-COMPLETION-DATE	N	Date work completed
58-59	ES-COMPL-YY	N	Year completed
60-61	ES-COMPL-MM	N	Month completed
62-63	ES-COMPL-DD	N	Day completed
64-67	ES-TIME-RECD	N	Time received
68-72	ES-PRIM-WCC-ASG	C	Primary standard work center/craft
73-75	ES-PRIM-HRS-ASG	N	Primary standard hours
76-80	ES-PRIM-WCC-PER	C	Primary work center/craft performed
81-83	ES-PRIM-HRS-PER	N	Primary hours actually performed
84-87	ES-PRIM-WORK-CODE	C	Primary work code

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
88-92	ES-SECD-WCC-ASG	C	Secondary standard work center/craft
93-95	ES-SECD-HRS-ASG	N	Secondary standard hours
96-100	ES-SECD-WCC-PER	C	Secondary work center/craft performed
101-103	ES-SECD-HRS-PER	N	Secondary hours actually performed
104-107	ES-SECD-WORK-CODE	C	Secondary work code
108-112	ES-THRD-WCC-ASG	C	Third standard work center/craft
113-115	ES-THRD-HRS-ASG	N	Third standard hours
116-120	ES-THRD-WCC-PER	C	Third work center/craft performed
121-123	ES-THRD-HRS-PER	N	Third hours actually performed
124-127	ES-THRD-WORK-CODE	C	Third work code
128-137	ES-WORK-LOC	C	Work location
138	ES-DELAY-CODE	C	Delay code
139-141	ES-INV-CODE	C	Inventory code
142-161	ES-CALLER	C	Person who called
162-175	ES-PHONE-NO	C	Phone of person who called
176-190	ES-CRAFTSMAN	C	Craftsman
191-194	ES-TOT-COST	N	Total cost
195-207	ES-EQP-NUM	C	Equipment number
208-227	ES-DES-NOUN	C	Descriptive noun
228-247	ES-DES-VERB	C	Descriptive verb
248-267	ES-DES-ADJ	C	Descriptive adjective
268-523	ES-TABLE-D-LINE	C	Descriptive lines
268-331	ES-D-LINE	C	Descriptive line - occurs 4 times
524-715	ES-TABLE-S-LINE	C	Descriptive lines
524-587	ES-S-LINE	C	Descriptive line - occurs 3 times
716-739	ES-RCP-NAME	C	Received person's name
740-744	ES-JULIAN-REC-DATE	N	Julian received date
745-749	ES-JULIAN-COM-DATE	N	Julian completion date
750-751	ES-LC-CODE	N	Labor class code
752	ES-AR-ZONE	C	Area zone

3.5   FORMAT FILE (ESFORMT). This is the report format definition file. The record length is 282 bytes. This is an indexed file. The primary key is SELECT-RECORDS-KEY.

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
1-5	SELECT-RECORDS-KEY	C	Primary key
1	SELECT-PREFIX	C	Prefix
2-3	SELECT-FORMAT-NO	C	Report format number
4-5	SELECT-REPORT-NO	C	Report number
6	SELECT-ACTIVE	C	Select Active file indicator
7	SELECT-HISTORY	C	Select History file indicator
8	SELECT-BOTH-FILES	C	Select Both files indicator
9-58	SELECT-REPORT-TITLE	C	Report title
59-268	SELECT-CRITERIA-ITEM	C	Criteria selections
59-60	SELECT-ITEM	C	Data item selected----
61-80	SELECT-DATA	C	Range of data - from- | -- occurs 5
81-100	SELECT-DATA-B	C	Range of data - to--- 5 times
269-278	SELECT-SEQUENCE	C	Sort sequence of data
269-270	SELECT-SEQ-ITEM	C	Item sort sequence - occurs 5 times
279-280	SELECT-PAGE-BREAK-ITEM-1	C	Item number of first page break
281-282	SELECT-PAGE-BREAK-ITEM-2	C	Item number of second page break

3.6   GENERAL PURPOSE RECORD (ESGPR). This is the general purpose record for the Emergency/Service System. The record length is 13 bytes. This is a sequential file.

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
1	GPR-QUEUE1	C	Printer Queue 1 | not yet in
2	GPR-QUEUE2	C	Printer Queue 2 | -- use for the
3	GPR-QUEUE3	C	Printer Queue 3 | microcomputer
4	GPR-QUEUE4	C	Printer Queue 4 |
5	GPR-QUEUE5	C	Printer Queue 5 |
6	GPR-QUEUE6	C	Printer Queue 6 |
7-11	GPR-WO-LAST	N	Last Work Order Number
12	GPR-HIST-MOD-FLAG	C	Modify History file indicator
13	GPR-STD-HRS-FLAG	C	Print standard hours indicator

3.7   MATERIAL FILE (ESMATL).   This is the material information file.   The
record length is 225 bytes.   This is an indexed file.   The primary key is
MATL-KEY.

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
1-6	MATL-DESC-KEY	C	see Note #1, page 3-2
2-6	MATL-KEY	N	Work Order number key
2-6	ESM-WO	N	Work Order number
7-150	ESM-MATL-DETAIL	C	Part number details
7-31	ESM-MANUFACTURER	C	Manufacturer----
32-37	ESM-MODEL	C	Model number	
38-47	ESM-CATALOG-NUM	C	Catalog number	
48-51	ESM-PAGE	C	Page number	-- occurs 2 times
52-60	ESM-SERIAL	C	Serial number	
61-67	ESM-VENDOR	C	Vendor number	
68-78	ESM-REC-BY	C	Received by-----
151-450	ESM-MATL-GENERIC	C	Description of materials
151-190	ESM-MATL-DESCR	C	Description--
191-198	ESM-QUANTITY	N	Quantity	-- occurs 4 times
199-203	ESM-UNITS	C	Units	
204-225	ESM-PART-NUM	C	Part number--

3.8   NAVY TIME STANDARDS HANDBOOK FILE (EPS705).   This is the P-705 Handbook
file for the P-705 Time Standards.   The record length is 100 bytes.   This is an
indexed file.   The primary key is SEQ-NUM-A.   The alternate keys are WORK-CODE-A
and NOUN-A.

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
1-9	WORK-CODE-DESC-KEY	C	see Note #1, page 3-2
2-9	WORK-CODE-A	N	Key consisting of WORK-CODE and SEQ-NUM
2-5	WORK-CODE	N	Work code
6-9	SEQ-NUM-A	N	Sequence number key
6-9	SEQ-NUM	N	Sequence number
10-94	NOUN-DESC-KEY	C	see Note #1, page 3-2
11-94	NOUN-A	C	Key consisting of NOUN and DESCRIPT
11-30	NOUN	C	Noun
31-90	DESCRIPT	C	Description of NOUN
91-94	SEQ-NUM-N	N	Sequence number
95-97	HRS14	N	Standard hours for zones 1-4
98-100	HRS59	N	Standard hours for zones 5-9

3.9 HISTORY WORK ORDER FILE (HESFILE). This is the History file for the Emergency/Service work order file. The record length is 752. This is an indexed file. The primary key is HES-WO-KEY. The alternate keys are HES-BLDG-KEY and HES-CUST-CODE .

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
1-22	HES-BLDG-DESC-KEY	C	see Note #1, page 3-2
2-22	HES-BLDG-KEY	C	Ascending key consisting of building number and work order number
2-11	HES-BUILDING-NUM	C	Building number
12-22	HES-CUST-DESC-KEY	C	see Note #1, page 3-2
13-16	HES-CUST-CODE	C	Customer code
17-22	HES-WO-DESC-KEY	C	see Note #1, page 3-2
18-22	HES-WO-KEY	N	Primary key for Work Order number
18-22	HES-WO-NUM	N	Work Order number
23	HES-WO-STATUS-CODE	C	Status code
24-32	HES-WO-STATUS-WORD	C	Work status word
33-45	HES-JOB-NUM	C	Job number
46-51	HES-RECEIVED-DATE	N	Date request received
46-47	HES-RECD-YY	N	Year received
48-49	HES-RECD-MM	N	Month received
50-51	HES-RECD-DD	N	Day received
52-57	HES-START-DATE	N	Date work started
52-53	HES-START-YY	N	Year started
54-55	HES-START-MM	N	Month started
56-57	HES-START-DD	N	Day started
58-63	HES-COMPLETION-DATE	N	Date work completed
58-59	HES-COMPL-YY	N	Year completed
60-61	HES-COMPL-MM	N	Month completed
62-63	HES-COMPL-DD	N	Day completed
64-67	HES-TIME-RECD	N	Time received
68-72	HES-PRIM-WCC-ASG	C	Primary standard work center/craft
73-75	HES-PRIM-HRS-ASG	N	Primary standard hours
76-80	HES-PRIM-WCC-PER	C	Primary work center/craft performed
81-83	HES-PRIM-HRS-PER	N	Primary hours actually performed
84-87	HES-PRIM-WORK-CODE	C	Primary work code
88-92	HES-SECD-WCC-ASG	C	Secondary standard work center/craft
93-95	HES-SECD-HRS-ASG	N	Secondary standard hours
96-100	HES-SECD-WCC-PER	C	Secondary work center/craft performed
101-103	HES-SECD-HRS-PER	N	Secondary hours actually performed
104-107	HES-SECD-WORK-CODE	C	Secondary work code
108-112	HES-THRD-WCC-ASG	C	Third standard work center/craft
113-115	HES-THRD-HRS-ASG	N	Third standard hours
116-120	HES-THRD-WCC-PER	C	Third work center/craft performed
121-123	HES-THRD-HRS-PER	N	Third hours actually performed
124-127	HES-THRD-WORK-CODE	C	Third work code

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
128-137	HES-WORK-LOC	C	Work location
138	HES-DELAY-CODE	C	Delay code
139-141	HES-INV-CODE	C	Inventory code
142-161	HES-CALLER	C	Person who called
162-175	HES-PHONE-NO	C	Phone of person who called
176-190	HES-CRAFTSMAN	C	Craftsman
191-194	HES-TOT-COST	N	Total cost
195-207	HES-EQP-NUM	C	Equipment number
208-227	HES-DES-NOUN	C	Descriptive noun
228-247	HES-DES-VERB	C	Descriptive verb
248-267	HES-DES-ADJ	C	Descriptive adjective
268-523	HES-TABLE-D-LINE	C	Descriptive lines
268-331	HES-D-LINE	C	Descriptive line - occurs 4 times
524-715	HES-TABLE-S-LINE	C	Descriptive lines
524-587	HES-S-LINE	C	Descriptive line - occurs 4 times
716-739	HES-RCP-NAME	C	Received person's name
740-744	HES-JULIAN-REC-DATE	N	Julian received date
745-749	HES-JULIAN-COM-DATE	N	Julian completion date
750-751	HES-LC-CODE	N	Labor class code
752	HES-AR-ZONE	C	Area zone

3.10   HISTORY MATERIAL FILE (HESMATL).   This is the History Material Information File.   The record length is 455 bytes.   This is an indexed file.   The primary key is HESMATL-KEY.

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
1-6	HESMATL-DESC-KEY	C	see Note #1, page 3-2
2-6	HESMATL-KEY	N	Work Order number key
2-6	HESM-WO	N	Work Order number
7-150	HESM-MATL-DETAIL	C	Part Number details
7-31	HESM-MANUFACTURER	C	Manufacturer----
32-37	HESM-MODEL	C	Model number	
38-47	HESM-CATALOG-NUM	C	Catalog number	
48-51	HESM-PAGE	C	Page number	-- occurs 2 times
52-60	HESM-SERIAL	C	Serial number	
61-67	HESM-VENDOR	C	Vendor number	
68-78	HESM-REC-BY	C	Received by-----
151-450	HESM-MATL-GENERIC	C	Description of materials
151-190	HESM-MATL-DESCR	C	Description--|
191-198	HESM-QUANTITY	N	Quantity	--occurs 4 times
199-203	HESM-UNITS	C	Units	
204-225	HESM-PART-NUM	C	Part number--|

3.11   LOCAL STANDARDS HANDBOOK FILE (LOCALSTD).   This is the Local Standards Handbook file.   The record length is 92 bytes.   This is an indexed file.   The primary key is LOC-WORK-CODE-A.   The alternate key is LOC-NOUN-A.

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
1-5	LOC-WORK-CODE-DESC-KEY	C	see Note #1, page 3-2
2-5	LOC-WORK-CODE-A	C	Work Code key
6-86	LOC-NOUN-DESC-KEY	C	see Note #1, page 3-2
7-86	LOC-NOUN-A	C	Consists of noun and description
7-26	LOC-NOUN	C	Noun
27-86	LOC-DESCRIPT	C	Description of noun
87-89	LOC-HRS14	N	Standard hours for zones 1-4
90-92	LOC-HRS59	N	Standard hours for zones 5-9

3.12   NAVY TIME STANDARDS HANDBOOK TAPE FILE (TAP705).   This is the input tape file for the P-705 Time Standards Handbook.   The record length is 94 bytes.   This is a sequential file.

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
1-4	TP-SEQ-NUM	N	Sequence number
5-8	TP-WORK-CODE	N	Work code number
9-28	TP-NOUN	C	Noun
29-88	TP-DESCRIPT	C	Description of noun
89-91	TP-HRS14	N	Standard hours for zones 1-4
92-94	TP-HRS59	N	Standard hours for zones 5-9

3.13   TEMPORARY FILE FOR IN-HOUSE STATUS REPORTS (WORKRPT1).   This is the temporary work file for the ERPT01 program to produce IN-HOUSE STATUS REPORTS. The record length is 358 bytes.   This is an indexed file.   The primary key is WK-SORT-KEY.

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
1-106	WK-SORT-KEY-DESC	C	see Note #1, page 3-2
2-106	WK-SORT-KEY	C	Consists of 5 sort fields and work order number
2-101	WK-SORT-FIELD	C	Sorting field, occurs 5 times
102-106	WK-WO-NUM	N	Work Order number
107-116	WK-BUILDING-NUM	C	Building number

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
117-120	WK-CUST-CODE	C	Customer code
121	WK-WO-STATUS-CODE	C	Work Order status code
122-134	WK-JOB-NUM	C	Job number
135-140	WK-RECEIVED-DATE	N	Date request received
141-146	WK-START-DATE	N	Work started date
147-152	WK-COMPLETION-DATE	N	Work completed date
153-157	WK-PRIM-WCC-ASG	C	Primary work center/craft assigned
158-160	WK-PRIM-HRS-ASG	N	Primary hours assigned
161-165	WK-PRIM-WCC-PER	C	Primary work center/craft performed
166-168	WK-PRIM-HRS-PER	N	Primary hours performed
169-173	WK-SECD-WCC-ASG	C	Secondary work center/craft assigned
174-176	WK-SECD-HRS-ASG	N	Secondary hours assigned
177-181	WK-SECD-WCC-PER	C	Secondary work center/craft performed
182-184	WK-SECD-HRS-PER	N	Secondary hours performed
185-189	WK-THRD-WCC-ASG	C	Third work center/craft assigned
190-192	WK-THRD-HRS-ASG	N	Third hours assigned
193-197	WK-THRD-WCC-PER	C	Third work center/craft performed
198-200	WK-THRD-HRS-PER	N	Third hours performed
201-210	WK-WORK-LOC	C	Work location
211	WK-DELAY-CODE	C	Delay code
212-214	WK-INV-CODE	C	Inventory code
215-234	WK-CALLER	C	Person who called
235-248	WK-PHONE-NO	C	Callers phone number
249-263	WK-CRAFTSMAN	C	Craftsman
264-267	WK-TOT-COST	C	Total cost
268-280	WK-EQP-NUM	C	Equipment number
281-300	WK-DES-NOUN	C	Descriptive noun
301-320	WK-DES-VERB	C	Descriptive verb
321-340	WK-DES-ADJ	C	Descriptive adjective
341-342	WK-LC-CODE	N	Labor class code
343-344	WK-PAGE-BREAK-1	C	First page break
345-346	WK-PAGE-BREAK-2	C	Second page break
347-350	WK-PRIM-WK-CD	C	Primary work code
347	WK-PRIM-WK-CD-1	C	Primary work code, character 1
348-350	WK-PRIM-WK-CD-24	C	Primary work code, characters 2-4
351-354	WK-SECD-WK-CD	C	Secondary work code
351	WK-SECD-WD-CD-1	C	Secondary work code, character 1
352-354	WK-SECD-WK-CD-24	C	Secondary work code, characters 2-4
355-358	WK-THRD-WK-CD	C	Third work code
355	WK-THRD-WK-CD-1	C	Third work code, character 1
356-358	WK-THRD-WK-CD-24	C	Third work code, characters 2-4

3.14   TEMPORARY FILE FOR OPERATOR'S INDEX REPORTS (WORKRPT2).   This is the
temporary work file for the ERPT02 program to produce OPERATOR'S INDEX REPORTS.
The record length is 272 bytes.   This is an indexed file.   The primary key is
WK-SORT-KEY.

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
1-106	WK-SORT-KEY-DESC	C	see Note #1, page 3-2
2-106	WK-SORT-KEY	C	Consists of 5 sort fields and work order number
2-21	WK-SORT-FIELD	C	Sorting field, occurs 5 times
102-106	WK-WO-NUM	N	Work order number
107-116	WK-BUILDING-NUM	C	Building number
117-120	WK-CUST-CODE	C	Customer code
121	WK-WO-STATUS-CODE	C	Work order status code
122-134	WK-JOB-NUM	C	Job number
135-140	WK-RECEIVED-DATE	N	Date request received
135-136	WK-RECEIVED-YY	N	Received year
137-140	WK-RECEIVED-MMDD	N	Received month and day
141-146	WK-START-DATE	N	Work started date
141-142	WK-START-YY	N	Started year
143-146	WK-START-MMDD	N	Started month and day
147-152	WK-COMPLETION-DATE	N	Work completion date
147-148	WK-COMPLETION-YY	N	Completion year
149-152	WK-COMPLETION-MMDD	N	Completion month and day
153-155	WK-PRIM-HRS-ASG	N	Primary hours assigned
156-158	WK-PRIM-HRS-PER	N	Primary hours performed
159-161	WK-SECD-HRS-ASG	N	Secondary hours assigned
162-164	WK-SECD-HRS-PER	N	Secondary hours performed
165-167	WK-THRD-HRS-ASG	N	Third hours assigned
168-170	WK-THRD-HRS-PER	N	Third hours performed
171-180	WK-WORK-LOC	C	Work location
181	WK-DELAY-CODE	C	Delay code
182-185	WK-TOT-COST	N	Total cost
186-198	WK-EQP-NUM	C	Equipment number
199-218	WK-DES-NOUN	C	Descriptive noun
219-220	WK-LC-CODE	N	Labor class code
221-240	WK-PAGE-BREAK-1	C	First page break
241-260	WK-PAGE-BREAK-2	C	Second page break
261-264	WK-PRIM-WK-CD	C	Primary work code
261	WK-PRIM-WK-CD-1	C	Primary work code, character 1
262-264	WK-PRIM-WK-CD-24	C	Primary work code, characters 2-4
265-268	WK-SECD-WK-CD	C	Secondary work code
265	WK-SECD-WK-CD-1	C	Secondary work code, character 1
266-268	WK-SECD-WK-CD-24	C	Secondary work code, characters 2-4
269-272	WK-THRD-WK-CD	C	Third work code
269	WK-THRD-WK-CD-1	C	Third work code, character 1
270-272	WK-THRD-WK-CD-24	C	Third work code, characters 2-4

3.15 TEMPORARY FILE FOR CUSTOMER STATUS REPORTS (WORKRPT3). This is the temporary work file for the ERPT03 program to produce *CUSTOMER STATUS REPORTS*. The record length is 358 bytes. This is an indexed file. The primary key is WK-SORT-KEY.

COLUMNS	ITEM	FIELD TYPE	DESCRIPTIONS
1-106	WK-SORT-KEY-DESC	C	see Note #1, page 3-2
2-106	WK-SORT-KEY	C	Consists of 5 sort fields and work order number
2-21	WK-SORT-FIELD	C	Sorting field, occurs 5 times
102-106	WK-WO-NUM	N	Work Order number
107-116	WK-BUILDING-NUM	C	Building number
117-120	WK-CUST-CODE	C	Customer code
121	WK-WO-STATUS-CODE	C	Work Order status code
122-134	WK-JOB-NUM	C	Job number
135-140	WK-RECEIVED-DATE	N	Date request received
141-146	WK-START-DATE	N	Work started date
147-152	WK-COMPLETION-DATE	N	Work completion date
153-157	WK-PRIM-WCC-ASG	C	Primary work center/craft assigned
158-160	WK-PRIM-HRS-ASG	N	Primary hours assigned
161-165	WK-PRIM-WCC-PER	C	Primary work center/craft performed
166-168	WK-PRIM-HRS-PER	N	Primary hours performed
169-173	WK-SECD-WCC-ASG	C	Secondary work center/craft assigned
174-176	WK-SECD-HRS-ASG	N	Secondary hours assigned
177-181	WK-SECD-WCC-PER	C	Secondary work center/craft performed
182-184	WK-SECD-HRS-PER	N	Secondary hours performed
185-189	WK-THRD-WCC-ASG	C	Third work center/craft assigned
190-192	WK-THRD-HRS-ASG	N	Third hours assigned
193-197	WK-THRD-WCC-PER	C	Third work center/craft performed
198-200	WK-THRD-HRS-PER	N	Third hours performed
201-210	WK-WORK-LOC	C	Work location
211	WK-DELAY-CODE	C	Delay code
212-214	WK-INV-CODE	C	Inventory code
215-234	WK-CALLER	C	Person who called
235-248	WK-PHONE-NO	C	Caller's phone number
249-263	WK-CRAFTSMAN	C	Craftsman
264-267	WK-TOT-COST	C	Total cost
268-280	WK-EQP-NUM	C	Equipment number
281-300	WK-DES-NOUN	C	Descriptive noun
301-320	WK-DES-VERB	C	Descriptive verb
321-340	WK-DES-ADJ	C	Descriptive adjective
341-342	WK-LC-CODE	N	Labor class code
343-344	WK-PAGE-BREAK-1	C	First page break
345-346	WK-PAGE-BREAK-2	C	Second page break
347-350	WK-PRIM-WK-CD	C	Primary work code
347	WK-PRIM-WK-CD-1	C	Primary work code, character 1
348-350	WK-PRIM-WK-CD-24	C	Primary work code, characters 2-4
351-354	WK-SECD-WK-CD	C	Secondary work code
351	WK-SECD-WK-CD-1	C	Secondary work code, character 1
352-354	WK-SECD-WK-CD-24	C	Secondary work code, characters 2-4
355-358	WK-THRD-WK-CD	C	Third work code
355	WK-THRD-WK-CD-1	C	Third work code, character 1
356-358	WK-THRD-WK-CD-24	C	Third work code, characters 2-4

CHAPTER 4. PROGRAM TO FILE RELATIONSHIP

Listed below are the Emergency/Service programs, the files accessed by each and the keys for each file. All of the files are indexed except where noted. The keys for indexed files are indicated as either primary (P) or alternate (A).

Program/File	Field Name	Key	Program/File	Field Name	Key
EDIR01			LOCLSTD	LOC-WORK-CODE-A	P
				LOC-NOUN-A	A
CUSTOMR	CUST-KEY	P			
			SF10FILE	USER-LOG-A	P
ESFILE	ES-WO-KEY	P	**EDIR03**		
	ES-BLDG-KEY	A			
	ES-WO-STATUS-CODE	A	ESFILE	ES-WO-KEY	P
	ES-CUST-CODE	A		ES-BLDG-KEY	A
				ES-WO-STATUS-CODE	A
ESGPR	(SEQUENTIAL)			ES-CUST-CODE	A
ESMATL	MATL-KEY	P	ESMATL	MATL-KEY	P
EPS705	SEQ-NUM-A	P	HESFILE	HES-WO-KEY	P
	WORK-CODE-A	A		HES-BLDG-KEY	A
	NOUN-A	A		HES-CUST-CODE	A
HESFILE	HES-WO-KEY	P	HESMATL	HES-MATL-KEY	P
	HES-BLDG-KEY	A	**EDIR04**		
	HES-CUST-CODE	A			
HESMATL	HESMATL-KEY	P	ARFILE	AR-WO-KEY	P
				AR-BLDG-KEY	A
LOCLSTD	LOC-WORK-CODE-A	P		AR-CUST-CODE	A
	LOC-NOUN-A	A			
			ARMATL	AR-MATL-KEY	P
SF10FILE	USER-LOG-A	P			
EDIR02			HESFILE	HES-WO-KEY	P
				HES-BLDG-KEY	A
CUSTOMR	CUST-KEY	P		HES-CUST-CODE	A
ESGPR	(SEQUENTIAL)		HESMATL	HES-MATL-KEY	P
EPS705	SEQ-NUM-A	P	**EGPR01**		
	WORK-CODE-A	A			
	NOUN-A	A	ESGPR	(SEQUENTIAL)	
HESFILE	HES-WO-KEY	P	**EHBK01**		
	HES-BLDG-KEY	A			
	HES-CUST-CODE	A	LOCLSTD	LOC-WORK-CODE-A	P
HESMATL	HESMATL-KEY	P		LOC-NOUN-A	A

Program/File	Field Name	Key	Program/File	Field Name	Key
EHBK02			**ERPT03**		
EPS705	SEQ-NUM-A	P	ESFILE	ES-WO-KEY	P
	WORK-CODE-A	A		WS-WO-KEY	A
	NOUN-A	A		ES-WO-STATUS-CODE	A
				ES-CUST-CODE	A
EHBK03					
			ESFORMT	SELECT-RECORDS-KEY	P
LOCLSTD	LOC-WORK-CODE-A	P			
	LOC-NOUN-A	A	HESFILE	HES-WO-KEY	P
				HES-BLDG-KEY	A
EMPG01				HES-CUST-CODE	A
SF10FILE	USER-LOG-A	P	SF10FILE	USER-LOG-A	P
EMPG02					
			WORKRPT3	WK-SORT-KEY	P
SF10FILE	USER-LOG-A	P	**ERPT04**		
ERPT01			ESFILE	ES-WO-KEY	P
				ES-BLDG-KEY	A
ESFILE	ES-WO-KEY	P		ES-WO-STATUS-CODE	A
	ES-BLDG-KEY	A		ES-CUST-CODE	A
	ES-WO-STATUS-CODE	A			
	ES-CUST-CODE	A	ESFORMT	SELECT-RECORDS-KEY	P
ESFORMT	SELECT-RECORDS-KEY	P	HESFILE	HES-WO-KEY	P
				HES-BLDG-KEY	A
HESFILE	HES-WO-KEY	P		HES-CUST-CODE	A
	HES-BLDG-KEY	A			
	HES-CUST-CODE	A	SF10FILE	USER-LOG-A	P
SF10FILE	USER-LOG-A	P	WORKRPT4	WK-SORT-KEY	P
WORKRPT1	WK-SORT-KEY	P	**ERPT05**		
ERPT02			ESFORMT	SELECT-RECORDS-KEY	P
ESFILE	ES-WO-KEY	P	SF10FILE	USER-LOG-A	P
	ES-BLDG-KEY	A			
	ES-WO-STATUS-CODE	A	**ETBL01**		
	ES-CUST-CODE	A	CUSTOMR	CUST-KEY	P
ESFORMT	SELECT-RECORDS-KEY	P			
			SF10FILE	USER-LOG-A	P
HESFILE	HES-WO-KEY	P			
	HES-BLDG-KEY	A			
	HES-CUST-CODE	A			
SF10FILE	USER-LOG-A	P			
WORKRPT2	WK-SORT-KEY	P			

CHAPTER 5. SCREEN NUMBER LISTING

Tables 5-1 through 5-17 list the screens used in the Emergency/Service system for each program. The accessability to an instruction screen from each of the screens is noted in the right hand column.

Table 5-1. Active Work Orders (EDIR01)

Screen Number	Screen Title	Instruction Screen
200	Emergency (or Service) Work Authorization - Display Page 1	No
205	Emergency (or Service) Work Authorization - Display Page 2	No
210	Emergency (or Service) Work Authorization - Display Page 3	No
215	Emergency (or Service) Work Authorization - Add Page 1	No
220	Emergency (or Service) Work Authorization - Add Page 2	No
230	Emergency (or Service) Work Authorization - Modify Page 1	No
235	Emergency (or Service) Work Authorization - Modify Page 2	No
240	Emergency (or Service) Work Authorization - Modify Page 3	No
245	Emergency (or Service) Work Authorization - Delete	No
250	Work Order Directory - Directory	No
255	Local Time Standards - Display	No
270	Navy Time Standards - Display	No

Table 5-2. History Work Orders (EDIR02)

Screen Number	Screen Title	Instruction Screen
300	Emergency (or Service) Work Auth. - History - Display Pg 1	No
305	Emergency (or Service) Work Auth. - History - Display Pg 2	No
310	Emergency (or Service) Work Auth. - History - Display Pg 3	No
330	Emergency (or Service) Work Auth. - History - Modify Pg 1	No
335	Emergency (or Service) Work Auth. - History - Modify Pg 2	No
340	Emergency (or Service) Work Auth. - History - Modify Pg 3	No
345	Emergency (or Service) Work Auth. - History - Delete	No
350	Work Order Directory - Directory	No
355	Local Time Standards - Display	No
370	Navy Time Standards - Display	No

Table 5-3. Active to History Transfer (EDIR03)

Screen Number	Screen Title	Instruction Screen
260	Work Order Directory - Purge	No

Table 5-4. History to Archive Transfer (EDIR04)

Screen Number	Screen Title	Instruction Screen
150	Work Order Directory - Purge	No

Table 5-5. General Purpose Record Update (EGPR01)

Screen Number	Screen Title	Instruction Screen
115	Initialization Table Information - Modify	No

Table 5-6. Local Standards Update (EHBK01)

Screen Number	Screen Title	Instruction Screen
160	Local Standards Handbook - Display	No
165	Local Standards Handbook - Add	No
170	Local Standards Handbook - Modify	No
175	Local Standards Handbook - Delete	No

Table 5-7. Print P-705 Time Standards Handbook (EHBK02)

Screen Number	Screen Title	Instruction Screen
	None	

Table 5-8. Print Local Time Standards Handbook (EHBK03)

Screen Number	Screen Title	Instruction Screen
None		

Table 5-9. Main Menu (ESMENU)

Screen Number	Screen Title	Instruction Screen
010	Main Menu – Main Menu	No

Table 5-10. User Module Driver (EMPG01)

Screen Number	Screen Title	Instruction Screen
100	Main Menu – Main Menu	No

Table 5-11. Support Module Driver (EMPG02)

Screen Number	Screen Title	Instruction Screen
100	Main Menu – Main Menu	No

Table 5-12. In-House Status Report (ERPT01)

Screen Number	Screen Title	Instruction Screen
505	In-House Status Report – Display	Yes
510	In-House Status Report – Add	Yes
515	In-House Status Report – Modify	Yes
520	In-House Status Report – Delete	No
525	In-House Status Report – Temporary	Yes
530	In-House Status Report – Report	No
540	Summary Report – Report	No

Table 5-13. Operator's Index Report (ERPT02)

Screen Number	Screen Title		Instruction Screen
605	Operator's Index Report	– Display	Yes
610	Operator's Index Report	– Add	Yes
615	Operator's Index Report	– Modify	Yes
620	Operator's Index Report	– Delete	No
625	Operator's Index Report	– Temporary	Yes
630	Operator's Index Report	– Report	No
640	Summary Report	– Report	No

Table 5-14. Customer Status Report (ERPT03)

Screen Number	Screen Title		Instruction Screen
705	Customer Status Report	– Display	Yes
710	Customer Status Report	– Add	Yes
715	Customer Status Report	– Modify	Yes
720	Customer Status Report	– Delete	No
725	Customer Status Report	– Temporary	Yes
730	Customer Status Report	– Report	No
740	Summary Report	– Report	No

Table 5-15. Summary Report (ERPT04)

Screen Number	Screen Title		Instruction Screen
805	Summary Report	– Display	Yes
810	Summary Report	– Add	Yes
815	Summary Report	– Modify	Yes
820	Summary Report	– Delete	No
825	Summary Report	– Temporary	Yes
835	Summary Report	– Report	No

Table 5-16. Print Standard Reports (ERPT05)

Screen Number	Screen Title	Instruction Screen
None		

Table 5-17. Customer Update (ETBL01)

Screen Number	Screen Title	Instruction Screen
120	Customer Table Information - Display	No
125	Customer Table Information - Add	No
130	Customer Table Information - Modify	No
135	Customer Table Information - Delete	No

This Page Intentionally Left Blank

CHAPTER 6. STANDARD REPORT DEFINITIONS AND OUTPUT LAYOUTS

6.1 WORK ORDER DIRECTORY.

Name of Output: Work Order Directory

Purpose: Complete list of Work Orders, Active or History, by:
                     Building, Customer or Work Order Number

Report Elements: Files:
                     Work Order Number   ESFILE/HESFILE
                     Labor Class Code   ESFILE/HESFILE
                     Description of Work   ESFILE/HESFILE
                     Job Order   ESFILE/HESFILE
                     Building   ESFILE/HESFILE
                     Work Location   ESFILE/HESFILE
                     Customer   ESFILE/HESFILE
                     Received Date   ESFILE/HESFILE
                     Primary Assignment   ESFILE/HESFILE
                     Work Order Status   ESFILE/HESFILE

```
              *** EMERGENCY/SERVICE SYSTEM ***              DIRECTORY 25Ø
                *** WORK ORDER DIRCTORY ***         WORK ORDER SEQUENCE
WO NUM   LCCODE   DESCRIPTION OF WORK (VERB, ADJECTIVE, NOUN)
JOB ORDER         BUILDING   WORK LOC   CUSTOMER  RECEIVED   PRIM ASGN  STATUS
-------------------------------------------------------------------------------
ØØØØ1     Ø2      REMODEL                                    OFFICERS LOUNGE
BA-1Ø98-SEAT      FAC-NUM-1Ø  CAMARILLO   3333    87 Ø8 11    WC-12    COMPLETED

ØØØØ2     Ø1                                                 FLOOR
                  BUILDING-1              1ØØØ    87 Ø4 29    1196      ACTIVE

ØØØØ4     Ø1
                  BUILDING-1  CAMARILLO   1ØØØ    87 Ø7 29              ACTIVE

ØØØ1Ø     Ø1
                  BUILDING-1  CAMARILLO   5555    87 Ø8 Ø7              ACTIVE

ØØØ73     Ø2
                  BUILDING-7  DES MOINES  7777    87 Ø4 24             CANCELLED
-------------------------------------------------------------------------------
F1=WO NUM SEARCH: _____
SF1=BLDG SEARCH _____    F8=CUST SEARCH: ____   SF5=DISPLAY WO NUM _____
F2=FIRST PAGE                 F3=NEXT PAGE           F4=PREVIOUS PAGE
F1Ø=PRINT DIRECTORY           SF9=RETURN TO WO DISPLAY  SF1Ø=RETUEN TO MAIN MENU
```

This screen displays the Work Order by Building, Customer or Work Order
sequence. Press F1Ø to print a hardcopy of the Directory. The printed
Directory is shown on the next page.

WO NUM	LCCODE	DESCRIPTION OF WORK (VERB, ADJECTIVE, NOUN)						
JOB ORDER		BUILDING	WORK LOC	CUSTOMER	RECEIVED		PRIM ASGN	STATUS
00001	02	REMODEL					OFFICERS LOUNGE	
RA-1098-SEAT		FAC-NUM-10	CAMARILLO	3333	87	8 11	WC-12	COMPLETED
00002	01						FLOOR	
		BUILDING-1		1000	87	4 29	1196	ACTIVE
00004	01							
		BUILDING-1	CAMARILLO	1000	87	7 29		ACTIVE
00010	01							
		BUILDING-1	CAMARILLO	5555	87	8 7		ACTIVE
00073	02							
JOB-ORDER-777		BUILDING-7	DES MOINES	7777	87	4 24		CANCELLED
00074	02							
JOB-ORDER-888		BUILDING-8	CAMARILLO	8888	87	4 24		CANCELLED
00075	02							
JOB-ORDER-999		BUILDING-9	SOUIX CITY	9999	87	4 27		COMPLETED
00076	02							
JOB-ORDER-222		BUILDING-2	SOUIX CNTR	2222	87	4 27		COMPLETED
00077	02						FLOOR	
JOB-ORDER-333		BUILDING-3	SALT LAKE	3333	87	4 27		COMPLETED
00078	02							
JOB-ORDER-444		BUILDING-4	VENTURA	4444	87	4 27		COMPLETED
00079	02							
JOB-ORDER-555		BUILDING-5	BETTENDORF	5555	87	4 27		COMPLETED
00081	02							
JOB-ORDER-666		BUILDING-6	ST. LOUIS	6666	87	4 27		COMPLETED

Figure 6-1. Work Order Directory

6.2 WORK ORDER CHIT.

Name of Output:	Emergency (or Standard) Work Authorization
Purpose:	Chit which lists services to be performed

Report Elements:

Report Elements:	Files:
Work Order Number	ESFILE/HESFILE
Caller's Name	ESFILE/HESFILE
Customer Code	ESFILE/HESFILE
Building Number	ESFILE/HESFILE
Work Location	ESFILE/HESFILE
Zone	ESFILE/HESFILE
Phone Number	ESFILE/HESFILE
Equipment Number	ESFILE/HESFILE
Inventory Code	ESFILE/HESFILE
Job Order Number	ESFILE/HESFILE
Labor Class Code	ESFILE/HESFILE
Description of Work	ESFILE/HESFILE
Special Instructions	ESFILE/HESFILE
Date Received	ESFILE/HESFILE
Time Received	ESFILE/HESFILE
Work Receptionist	ESFILE/HESFILE
Shop Comments	ESFILE/HESFILE
Date Started	ESFILE/HESFILE
Date Completed	ESFILE/HESFILE
Work Order Status	ESFILE/HESFILE
Delay Code	ESFILE/HESFILE
Primary Work/Center	
Craft Assigned	ESFILE/HESFILE
Standard Hours	ESFILE/HESFILE/ EPS705/LOCLSTD
Primary Work Code	ESFILE/HESFILE/ EPS705/LOCLSTD
Secondary Work/Center	
Craft Assigned	ESFILE/HESFILE
Standard Hours	ESFILE/HESFILE/ EPS705/LOCLSTD
Secondary Work Code	ESFILE/HESFILE/ EPS705/LOCLSTD
Third Work/Center	
Craft Assigned	ESFILE/HESFILE
Standard Hours	ESFILE/HESFILE/ EPS705/LOCLSTD
Third Work Code	ESFILE/HESFILE/ EPS705/LOCLSTD
Primary Work/Center	
Craft Performing	ESFILE/HESFILE
Actual Hours	ESFILE/HESFILE
Secondary Work/Center	
Craft Performing	ESFILE/HESFILE
Actual Hours	ESFILE/HESFILE

6.2 WORK ORDER CHIT (continued)

Report Elements: Files:

Report Element	File
Third Work/Center	
Craft Performing	ESFILE/HESFILE
Actual Hours	ESFILE/HESFILE
Total Cost	ESFILE/HESFILE
Craftsman	ESFILE/HESFILE
Manufacturer	ESMATL/HESMATL
Model	ESMATL/HESMATL
Catalog Number	ESMATL/HESMATL
Page Number	ESMATL/HESMATL
Serial Number	ESMATL/HESMATL
Vendor	ESMATL/HESMATL
Received by	ESMATL/HESMATL
Material Description	ESMATL/HESMATL
Quantity	ESMATL/HESMATL
Number of Units	ESMATL/HESMATL
Part Number	ESMATL/HESMATL

```
                   ***  EMERGRNCY SERVICE SYSTEM  ***         DISPLAY 200
WO NUMBER:00001    ***  EMERGENCY WORK AUTHORIZATION ***            PAGE 1
```

CALLER'S NAME	CUSTOMER CODE	BUILDING NUMBER	WORK LOCATION	ZONE
JOHNSON, LARRY L.	3333	FAC-NUM-10	CAMARILLO	1

PHONE NUMBER	EQUIPMENT NUM.	INVENTORY CODE	JOB ORDER NUMBER	LC CODE
805-987-2475	EQUIPMENT-333	101	BA-1098-SEAT	02

```
DESCRIPTION OF WORK (VERB, ADJ, NOUN)
REMODEL                BURNT              OFFICERS LOUNGE
```

```
SPECIAL         NEEDS TO BE DONE BEFORE CEREMONIES IN SEPT.
INSTRUCTIONS
```

DATE RECIEVED	TIME	WORK RECEPTIONIST
87 08 11	1206	ES

```
F1=WO NUM SEARCH:_____
SF7=WO DIRECTORY:_____   SF5=BLDG DIRECTORY:_____   SF6=CUST DIRECTORY:____
F2=1ST REC  F3=NEXT REC  F4=PREV REC  F5=ADD     F6=MODIFY        F7=DELETE
SF2=1ST PG  SF3=NEXT PG  SF4=PREV PG  F10=PRINT            SF9=RETURN TO MENU
```

This screen displays page One of the Work Authorization Chit. Press F10 to print a hardcopy of the chit. The printed chit is shown on page 6-9.

SHOP	THE CARPET NEEDED TO BE ORDERED THROUGH THE MANUFACTURE OUTLET
COMMENTS	IN L.A. COUNTY. RECIEVED SAME WITHIN A WEEK.

DATE STARTED	DATE COMPLETED	STATUS	DELAY CODE
87 08 17	87 08 26	COMPLETED	*

PRIMARY WC/C ASSIGNED	STD HOURS	PRIMARY WCODE	SECOND WC/C ASSIGNED	STD HOURS	SECOND WCODE	THIRD WC/C ASSIGNED	STD HOURS	THIRD WCODE
WC-12	01.4	1010	WC-12	00.9	1050	WC-12	01.5	1057

PRIMARY WC/C PERFORMING	ACTUAL HOURS	SECOND WC/C PERFORMING	ACTUAL HOURS	THIRD WC/C PERFORMING	ACTUAL HOURS

TOTAL COST: $ CRAFTSMAN:

```
F1=WO NUM SEARCH:_____
SF7=WO DIRECTORY:_____   SF5=BLDG DIRECTORY:_____   SF6=CUST DIRECTORY:____
F2=1ST REC   F3=NEXT REC   F4=PREV REC   F5=ADD       F6=MODIFY        F7=DELETE
SF2=1ST PG   SF3=NEXT PG   SF4=PREV PG   F10=PRINT             SF9=RETURN TO MENU
```

Page Two of the Work Authorization Chit.

*** MATERIAL REQUIRED - DETAILED LINE ITEMS ***

MANUFACTURER	MODEL	CATALOG	PAGE	SERIAL	VENDOR	RECEIVED BY
HONEYWELL HOME SUPPLIES	CAR010	CAT-5431	113	SERIAL-10	DIRK	HOWARD
HONEYWELL HOME SUPPLIES	CAB210	CAT-6528	831	SERIAL-09	DIRK	HOWARD

*** MATERIAL REQUIRED - GENERIC LINE ITEMS ***

MATERIAL DESCRIPTION	QUANTITY	UNITS	PART NUMBER
12 X 84 WINTERGREEN SHAG CARPET	1	1	CARPET-010154667
AMERICAN DESIGN CABNET	1	1	BDHT-17618873461

```
F1=WO NUM SEARCH:_____
SF7=WO DIRECTORY:_____    SF5=BLDG DIRECTORY:_____    SF6=CUST DIRECTORY:____
F2=1ST REC   F3=NEXT REC  F4=PREV REC    F5=ADD         F6=MODIFY        F7=DELETE
SF2=1ST PG   SF3=NEXT PG  SF4=PREV PG    F10=PRINT                 SF9=RETURN TO MENU
```

Page Three of the Work Authorization Chit.

```
                    *** EMERGENCY/SERVICE SYSTEM ***              87 AUG 13
W O NUMBER:00001   *** EMERGENCY WORK AUTHORIZATION ***
-------------------------------------------------------------------------------
CALLER'S NAME      CUSTOMER CODE    BUILDING NUMBER      WORK LOCATION   ZONE
JOHNSON, LARRY L.      3333         FAC-NUM-10            CAMARILLO        1
-------------------------------------------------------------------------------
PHONE NUMBER      EQUIPMENT NUM.   INVENTORY CODE    JOB ORDER NUMBER    LC CODE
805-987-2475      EQUIPMENT-333        101           BA-1098-SEAT          02
-------------------------------------------------------------------------------
DESCRIPTION OF WORK (VERB,ADJ,NOUN)
REMODEL                                         OFFICERS LOUNGE
-------------------------------------------------------------------------------
SPECIAL          NEEDS TO BE DONE BEFORE OXNARD AIR SHOW IN AUGUST
INSTRUCTIONS


-------------------------------------------------------------------------------
DATE RECEIVED                     TIME              WORK RECEPTIONIST
  87  8 11                        1206              ES
-------------------------------------------------------------------------------
SHOP       The carpet needed to be ordered through the manufacture outlet
COMMENTS   in L.A. county.  Recieved same within a week.


-------------------------------------------------------------------------------
DATE STARTED           DATE COMPLETED           STATUS          DELAY CODE
  87  8 17               87  8 26              COMPLETED            *
-------------------------------------------------------------------------------
PRIMARY WC/C STD  PRIMARY  SECOND WC/C  STD  SECOND  THIRD WC/C   STD   THIRD
 ASSIGNED  HOURS  WCODE    ASSIGNED    HOURS  WCODE   ASSIGNED   HOURS  WCODE
 WC-12      1.4   1010     WC-12         .9   1050    WC-12       1.5   1057
-------------------------------------------------------------------------------
PRIMARY WC/C ACTUAL        SECOND WC/C ACTUAL        THIRD WC/C  ACTUAL
PERFORMING   HOURS         PERFORMING  HOURS         PERFORMING  HOURS


-------------------------------------------------------------------------------
TOTAL COST:                               CRAFTSMAN:
-------------------------------------------------------------------------------

                *** MATERIAL REQUIRED - DETAILED LINE ITEMS ***
|----------------------------------|------|--------|----|--------|------|----------|
|MANUFACTURER                      |MODEL |CATALOG #|PAGE|SERIAL #|VENDOR|RECEIVED BY|
|----------------------------------|------|--------|----|--------|------|----------|
|HONEYWELL HOME SUPPLIES           |CAR010|CAT-5431|113 |SERIAL-10|DIR  |HOWARD    |
|----------------------------------|------|--------|----|--------|------|----------|
|HONEYWELL HOME SUPPLIES           |CAB210|CAT-5431|831 |SERIAL-09|DIR  |HOWARD    |
|----------------------------------|------|--------|----|--------|------|----------|

                *** MATERIAL REQUIRED - GENERIC LINE ITEMS ***
|------------------------------------------|--------|-----|----------------------|
|MATERIAL DESCRIPTION                      |QUANTITY|UNITS|PART NUMBER           |
|------------------------------------------|--------|-----|----------------------|
|12 X 84 WINTERGREEN SHAG CARPET           |   1    | 1   |CARPET-010154667      |
|------------------------------------------|--------|-----|----------------------|
|AMERICAN DESIGN CABNET                    |   1    | 1   |BDHT-17618873461      |
|------------------------------------------|--------|-----|----------------------|
|                                          |        |     |                      |
|------------------------------------------|--------|-----|----------------------|
|                                          |        |     |                      |
```

Figure 6-2.   Emergency (or standard) Work Authorization

6.3 P-705 TIME STANDARDS HANDBOOK.

    Name of Output: P-705 Time Standards

    Purpose: Listing of P-705 Time Standards Handbook

    Report Elements: Files:

Report Elements	Files
Work Code	EPS705
Noun	EPS705
Description	EPS705
Hours by Zone 1-4	EPS705
Hours by Zone 5-9	EPS705

```
        ***   EMERGENCY/SERVICE SYSTEM  ***        MAIN MENU 110
        ***   SUPPORT FUNCTIONS MAIN MENU  ***       RELEASE 1.0


---------------------------------------------------------------------

        F1 = UPDATE INITIALIZATION TABLE

        F2 = UPDATE CUSTOMER TABLE

        F3 = UPDATE LOCAL HANDBOOK

        F4 = PRINT EPS-705 HANDBOOK

        F5 = PRINT LOCAL HANDBOOK

        F6 = ARCHIVE HISTORY

       SF9 = END PROCESSING

---------------------------------------------------------------------
```

This screen displays the Support Functions Main Menu. Press F4 to print a hardcopy of the EPS-705 Time Standards Handbook. The printed report is shown on the next page.

*** EMERGENCY/SERVICE SYSTEM ***
*** P-705 TIME STANDARDS ***

WORK CODE	NOUN	DESCRIPTION	HOURS BY ZONE 1-4	HOURS BY ZONE 5-9
	A/C CENTRAL UNIT	AIR CONDITIONING - INDUSTRIAL UNIT CLEAN AND SET	4.1	4.3
	A/C CENTRAL UNIT	AIR CONDITIONING CENTRAL UNIT - REPLACE FREON (CHARGE)	3.5	3.6
	A/C CENTRAL UNIT	AIR CONDITIONING CENTRAL UNIT - CHECK/REPAIR THERMOSTAT	0.8	1.0
	A/C CENTRAL UNIT	AIR CONDITIONING CENTRAL UNIT - RECHARGE/REPAIR	3.0	3.1
	A/C CENTRAL UNIT	AIR CONDITIONING CENTRAL UNIT - REPAIR DRAIN	1.1	1.3
	A/C CENTRAL UNIT	AIR CONDITIONING CENTRAL UNIT - REPLACE AIR FILTER	0.7	0.9
	A/C CENTRAL UNIT	AIR CONDITIONING CENTRAL UNIT - REPLACE BEARINGS	1.9	2.1
	A/C CENTRAL UNIT	AIR CONDITIONING CENTRAL UNIT - REPLACE BELTS	1.3	1.5
	A/C CENTRAL UNIT	AIR CONDITIONING CENTRAL UNIT - SERVICE AND START UNIT	5.6	5.8
	A/C CENTRAL UNIT	AIR CONDITIONING CENTRAL UNIT - UNCLOG DRAIN	1.2	1.4
	A/C CENTRAL UNIT	AIR CONDITIONING CENTRAL UNIT - WATER LEAK REPAIR	2.2	2.3
	A/C CENTRAL UNIT	AIR FILTER - REPLACE UP TO 9 FILTERS IN SAME GENERAL AREA	2.9	3.1
	A/C CENTRAL UNIT	INSULATION, REFRIGERANT LINE - INSTALL PER 6' ON A/C UNIT	1.8	2.0
	A/C CENTRAL UNIT	INSULATION, REFRIGERANT LINE - REMOVE 6' ON A/C UNIT	0.7	0.9
	A/C CENTRAL UNIT	INSULATION, REFRIGERANT LINE - REPLACE PER 6' ON A/C UNIT	1.1	1.2
	A/C PACKAGE UNIT	AIR CONDITIONING PACKAGE UNIT - CHECK AND REPAIR THERMOSTAT	0.6	0.7
	A/C PACKAGE UNIT	AIR CONDITIONING PACKAGE UNIT - REPLACE AIR FILTER	0.7	0.8
	A/C PACKAGE UNIT	AIR CONDITIONING PACKAGE UNIT - REPLACE BEARINGS	1.9	2.1
	A/C PACKAGE UNIT	AIR CONDITIONING PACKAGE UNIT - REPLACE FREON	1.7	1.8
	A/C PACKAGE UNIT	AIR CONDITIONING PACKAGE UNIT - SERVICE AND START	4.5	4.7
	A/C PACKAGE UNIT	AIR CONDITIONING PACKAGE UNIT - UNCLOG DRAIN	1.3	1.4
	A/C, WINDOW	WINDOW AIR CONDITIONER - CHECK/REPAIR THERMOSTAT	0.6	0.7
	A/C, WINDOW	WINDOW AIR CONDITIONER - CLEAN AND SET DOMESTIC UNIT	1.4	1.7
	A/C, WINDOW	WINDOW AIR CONDITIONER - INSTALL DRAIN	0.7	0.8
	A/C, WINDOW	WINDOW AIR CONDITIONER - INSTALL IN METAL FRAME WINDOW	1.6	1.8
	A/C, WINDOW	WINDOW AIR CONDITIONER - INSTALL IN WOOD FRAME WINDOW	1.4	1.5
	A/C, WINDOW	WINDOW AIR CONDITIONER - RELOCATE ONE UNIT	4.5	4.7
	A/C, WINDOW	WINDOW AIR CONDITIONER - REPAIR DRAIN	0.7	0.8
	A/C, WINDOW	WINDOW AIR CONDITIONER - REPAIR NOISY FAN	1.2	1.3
	A/C, WINDOW	WINDOW AIR CONDITIONER - REPLACE AIR FILTER	0.7	0.8
	A/C, WINDOW	WINDOW AIR CONDITIONER - REPLACE FREON IN SYSTEM	1.7	1.8
	A/C, WINDOW	WINDOW AIR CONDITIONER - REPLACE IN METAL FRAME WINDOW	1.9	2.1
	A/C, WINDOW	WINDOW AIR CONDITIONER - REPLACE IN WOOD FRAME WINDOW	1.7	1.8
	A/C, WINDOW	WINDOW AIR CONDITIONER - UNCLOG DRAIN	0.3	1.1
	ACOUSTICAL TILE	WALLS - REPLACE TEN 12" X 12" ACOUSTICAL TILES	1.8	1.9
	AIR COMPRESSOR	AIR COMPRESSOR, 4 CYLINDER - REPAIR 1ST & 2ND STAGE VALVES	3.9	4.1
	AIR COMPRESSOR	AIR COMPRESSOR, 4 CYLINDER - REPLACE 3RD & 4TH STAGE VALVES	1.7	1.8
	AIR COMPRESSOR	COMPRESSOR, AIR - ELECTRICAL REPAIR	2.0	2.1
	AIR CONDITIONER	AIR PURIFIER - SECURE TO WALL	0.9	1.1
	AIR CONDITIONER	CIRCUIT - INSTALL CIRCUIT FOR NEW AIR CONDITIONER	1.7	1.8
	AIR CONDITIONER	FILTER, RANGE OR AIR CONDITIONER - REPLACE	0.7	0.8
	AIR HOSE	AIR HOSE - REPLACE	0.6	0.7
	AIR PURIFIER	AIR PURIFIER - SECURE TO WALL	0.3	1.1
	ALARM	FIRE ALARM SYSTEM - CHECK FIRE ALARM BOX	0.6	0.8
	ALARM	FIRE ALARM SYSTEM - CHECK FIRE ALARM SYSTEM	0.6	0.8
	ALARM	FIRE ALARM SYSTEM - REPAIR ALARM SYSTEM	0.8	0.9
	ALARM	INTRUSION ALARM - REPAIR ALARM	0.9	1.1
	ALARM	SECURITY ALARM - REPAIR	0.9	1.1
	AMPLIFIER	AMPLIFIER, 10 WATT - ELECTRICAL CHECK AND REPAIR	3.6	3.7

Figure 6-3. P-705 Time Standards

6.4   LOCAL TIME STANDARDS HANDBOOK.

   Name of Output: Local Time Standards

   Purpose: Listing of Local Time Standards Handbook

   Report Elements: Files:
                        Work Code   LOCLSTD
                        Noun   LOCLSTD
                        Description   LOCLSTD
                        Hours by Zone 1-4   LOCLSTD
                        Hours by Zone 5-9   LOCLSTD

```
-------------------------------------------------------------------------

              F1 = UPDATE INITIALIZATION TABLE

              F2 = UPDATE CUSTOMER TABLE

              F3 = UPDATE LOCAL HANDBOOK

              F4 = PRINT EPS-705 HANDBOOK

              F5 = PRINT LOCAL HANDBOOK

              F6 = ARCHIVE HISTORY

             SF9 = END PROCESSING

-------------------------------------------------------------------------
```

This screen displays the Support Functions Main Menu. Press F5 to print a
hardcopy of the Local Time Standards Handbook. The printed report is shown on
the next page.

WORK CODE	NOUN	DESCRIPTION	HOURS BY ZONE	
			1-4	5-9
L111	CLOSET	REPAIR DOOR	5.0	4.0
L555	CUP	CHIPPED CUP	1.0	1.0
L222	DRAIN	CLOGGED DRAIN	4.0	5.0
L333	FENCE	BROKEN BOARDS AND LOOSE GATE	6.0	8.0
L888	LADDER	BROKEN RUNG	0.0	0.0
L444	ROOF	ROOF LEAK	9.0	10.0

Figure 6-4. Local Time Standards

6.5 ARCHIVE FILE REPORT.

Name of Output: End of Year History Purge

Purpose: Listing of new Archive Filename and Date from History
to Archive purge

Report Elements: Files:

Filename	User Defined
Number of Records	Program Computed
Purge Date	User Defined

```
              ***  EMERGENCY/SERVICE SYSTEM  ***          ARCHIVE 150
                   ***  ARCHIVE HISTORY  ***
```

```
        ARCHIVE JOBS FROM THE HISTORY FILE WITH
          A COMPLETION DATE ERROR TO (YYMMDD):  __  __  __

        ARCHIVE FILE NAME:           C:_____
        ARCHIVE MATERIAL FILE NAME:  C:_____
```

ENTER=ARCHIVE JOBS FROM HISTORY FILE   SF9=RETURN FROM MAIN MENU

This screen displays the Filename and Date choice selection for Archiving work
orders. Press Transmit to purge the jobs and print a hardcpy of the results of
the purge. The printed report is shown on the next page.

```
        *** EMERGENCY/SERVICE SYSTEM ***        DATE:  87 08 13
        *** END OF YEAR HISTORY PURGE ***
------------------------------------------------------------------------
FILENAME                              NUMBER OF           PURGE DATE
                                      RECORDS

C:\WB\ES\DTA\ARFILE.DTA               00009               90 01 01

C:\WB\ES\DTA\ARMATL.DTA               00000               90 01 01
```

Figure 6-5.   End of Year History Purge

6.6 IN-HOUSE STATUS REPORT.

Name of Output: Emergercy/Service Status Report

Purpose: In-House Status of Work Orders

Report Elements: Files:

Job Order Number	ESFILE/HESFILE
Description of Work	ESFILE/HESFILE
Date Received	ESFILE/HESFILE
Primary Work Center/ Craft	ESFILE/HESFILE
Secondary Work Center/ Craft	ESFILE/HESFILE
Third Work Center/ Craft	ESFILE/HESFILE
Customer Code	ESFILE/HESFILE
Delay Code	ESFILE/HESFILE
Work Order Number	ESFILE/HESFILE
Labor Class Code	ESFILE/HESFILE
Inventory Code	ESFILE/HESFILE
Date Started	ESFILE/HESFILE
Primary Hours Assigned	ESFILE/HESFILE
Secondary Hours Assigned	ESFILE/HESFILE
Third Hours Assigned	ESFILE/HESFILE
Total Hours Assigned	ESFILE/HESFILE
Building Number	ESFILE/HESFILE
Equipment Number	ESFILE/HESFILE
Date Completed	ESFILE/HESFILE
Primary Actual Hours	ESFILE/HESFILE
Secondary Actual Hours	ESFILE/HESFILE
Third Actual Hours	ESFILE/HESFILE
Total Actual Hours	ESFILE/HESFILE
Work Location	ESFILE/HESFILE
Caller	ESFILE/HESFILE
Phone Number	ESFILE/HESFILE
Work Order Status	ESFILE/HESFILE
Craftsman	ESFILE/HESFILE

```
DATE: 87/08/11        ***  EMERGENCY/SERVICE SYSTEM  ***        REPORT 530
                    ***  IN-HOUSE STATUS REPORT BY WORK ORDER  ***
JOB ORDER NO.  DESCRIPTION        REC'D   WC/1  WC/2  WC/3  COST   CC   DLY
WO    LCC INV                     STRTD   S-HR  S-HR  S-HR  T-STD  BLDG NO.
 OP NO                            CMPLTD  A-HR  A-HR  A-HR  T-ACT  WORK LOC
CALLER             PHONE NO.      STATUS  CRAFTSMAN
-------------------------------------------------------------------------
JOB-ORDER-222                     870427                         2222  *
000766 02 222                     880101                         BUILDING-2
EQUIPMENT-222                     890101                         SOUIX CNTR
HUE, WILBER        809-388-2339   C

JOB-ORDER-333                     870427                         3333  *
00077  02 333                     880101                         BUILDING-3
EQUIPMENT-333  FLOOR              890101                         SALT LAKE
HAWKS, JAMES       809-504-2339   C

JOB-ORDER-444                     870427                         4444  *
00078  02 444                     880101                         BUILDING-4
EQUIPMENT-444                     890101                         VENTURA
WILLIAMS, MARK     809-637-2339   C
-------------------------------------------------------------------------
F2=FIRST PAGE        F3=NEXT PAGE
F4=PREVIOUS PAGE     F9=REPORT SUMMARY  F10=PRINT REPORT/SUMMARY  SF9=EXIT REPORT
```

This screen displays the In-House Status Report by user defined criteria.
Press F10 to print a hardcopy of the report. The printed report is shown on
the next page.

```
-----------------------------------------------------------------------------
JOB ORDER NO.  DESCRIPTION           REC'D   WC/1   WC/2   WC/3 COST   CC     DLY
WO    LOC INV                        STRTD   S-HR   S-HR   S-HR T-ST   BLDG NO.
EOP NO                               CMPLTD  A-HR   A-HR   A-HR T-ACT  WORK LOC
CALLER                 PHONE NO.     STATUS  CRAFTSMAN
-----------------------------------------------------------------------------

JOB-ORDER-222                        870427                           2222    *
00076  02 222                        880101                           BUILDING-2
EQUIPMENT-2                          890101                           SOUTH CNTR
HUE, WILBER            809-388-2339  C

JOB-ORDER-333                        870427                           3333    *
00077  02 333                        880101                           BUILDING-3
EQUIPMENT-3    FLOOR                 890101                           SALT LAKE
HAWKS, JAMES           809-388-2339  C

JOB-ORDER-444                        870427                           4444    *
00078  02 444                        880101                           BUILDING-4
EQUIPMENT-4                          890101                           VENTURA
WILLIAMS, MARK         809-388-2339  C

JOB-ORDER-555                        870427                           5555    *
00079  02 555                        880101                           BUILDING-5
EQUIPMENT-5                          890101                           BETTENDORF
POTTER, WOODY          809-388-2339  C
```

Figure 6-6. Emergency/Service Status Report (In-House)

6-21

6.7 OPERATOR'S INDEX REPORT.

Name of Output: Emergency/Service Index Report

Purpose: Operator's Index of Work Orders

Report Elements: Files:
                      Job Order Number   ESFILE/HESFILE
                      Description of Work   ESFILE/HESFILE
                      Date Received   ESFILE/HESFILE
                      Date Completed   ESFILE/HESFILE
                      Customer Code   ESFILE/HESFILE
                      Building Number   ESFILE/HESFILE
                      Work Location   ESFILE/HESFILE
                      Work Order Number   ESFILE/HESFILE
                      Labor Class Code   ESFILE/HESFILE
                      Equipment Number   ESFILE/HESFILE
                      Work Order Status   ESFILE/HESFILE

```
DATE: 87/08/11          ***  EMERGENCY/SERVICE SYSTEM  ***          REPORT 630
                        ***  OPERATOR'S INDEX REPORT   ***
                             REPORT TITLE
JOB ORDER NO  DESC OF WORK (NOUN)  DATE  DATE  DATE  CC  BUILDING   WORK
WORK ORDER  LCC   EQP NUMBER       RECD  STRT  COMP      STATUS     LOCATION
-----------------------------------------------------------------------------
JOB-ORDER-333 FLOOR                0427  0501  0502  3333 BUILDING-3 SALT LAKE
00077        02    EQUIPMENT-333                            C

JOB-ORDER-444                      0427  0501  0504  4444 BUILDING-4 VENTURA
00078        02    EQUIPMENT-444                            C

JOB-ORDER-555                      0427  0501  0520  5555 BUILDING-5 BETTENDORF
00079        02    EQUIPMENT-555                            C

JOB-ORDER-666                      0621  0624  0630  6666 BUILDING-6 ST. LOUIS
00081        02   ·EQUIPMENT-666                            C


-----------------------------------------------------------------------------

F2=FIRST PAGE                 F3=NEXT PAGE              F4=PREVIOUS PAGE
F9=REPORT SUMMARY             F10=PRINT REPORT/SUMMARY  SF9=EXIT REPORT
OPERATORS ENTRIES       4
```

This screen displays the Operator's Index Report by user defined criteria.
Press F10 to print a hardcopy of the report. The printed report is shown on
the next page.

| JOB ORDER NO. | | DESCRIPTION (NOUN) | DATE | DATE | DATE | CC | BUILDING | WORK |
WORK ORDER	LCC	EQP NUMBER	RECD	STRT	COMP		STATUS	LOCATION
JOB-ORDER-333		FLOOR	427	501	502	3333	BUILDING-3	SALT LAKE
00077	02	EQUIPMENT-333					C	
JOB-ORDER-444			427	501	504	4444	BUILDING-4	VENTURA
00078	02	EQUIPMENT-444					C	
JOB-ORDER-555			427	501	520	5555	BUILDING-5	BETTENDORF
00079	02	EQUIPMENT-555					C	
JOB-ORDER-666			621	624	630	6666	BUILDING-6	ST. LOUIS
00081	02	EQUIPMENT-666					C	

Figure 6-7.   Emergency/Service Status Report (Operator's Index)

6.8 CUSTOMER STATUS REPORT.

Name of Output: Emergency/Service Status Report

Purpose: Customer Status of Work Orders

Report Elements: Files:

Report Elements	Files
Job Order Number	ESFILE/HESFILE
Description of Work	ESFILE/HESFILE
Work Order Number	ESFILE/HESFILE
Labor Class Code	ESFILE/HESFILE
Customer Code	ESFILE/HESFILE
Building Number	ESFILE/HESFILE
Work Location	ESFILE/HESFILE
Inventory Code	ESFILE/HESFILE
Equipment Number	ESFILE/HESFILE
Caller	ESFILE/HESFILE
Date Received	ESFILE/HESFILE
Date Started	ESFILE/HESFILE
Date Completed	ESFILE/HESFILE
Work Order Status	ESFILE/HESFILE
Phone Number	ESFILE/HESFILE

```
DATE: 87/08/11        ***  EMERGENCY/SERVICE SYSTEM  ***          REPORT 730
                      ***  CUSTOMER STATUS REPORT   ***
                  *** CUSTOMER STATUS REPORT BY WORK ORDER ***
JOB ORDER NO      DESCRIPTION OF WORK (VERB, ADJECTIVE, NOUN)
WO # LCC CC       BLDG NO      WORK LOC    INV  EQP NO       CALLER
DATE REC'D        DATE START   DATE COMPL  STATUS            PHONE NO
-----------------------------------------------------------------------------
BA-1098-SEAT      REMODEL                                    OFFICERS LOUNGE
00001 02  3333    FAC-NUM-10   CAMARILLO   101  EQUIPMENT-333 JOHNSON, LARRY L.
870711            870717       870726      C                 805-979-2475


JOB-ORDER-333                                               FLOOR
00077 02  3333    BUILDING-3   SALT LAKE   333  EQUIPMENT-333 HAWKS, JAMES
870427            870430       870503      C                 809-388-2339


JOB-ORDER-444
00078 02  4444    BUILDING-4   VENTURA     444  EQUIPMENT-444 WILLIAMS, MARK
870427            870501       870515      C                 809-388-6357


  -----------------------------------------------------------------------


F2=FIRST PAGE                    F3=NEXT PAGE              F4=PREVIOUS PAGE
F9=DISPLAY SUMMARY REPORT        F10=PRINT REPORT/SUMMARY  SF9=EXIT REPORT
CUSTOMER STATUS ENTRIES:        5
```

This screen displays the Customer Status Report by user defined criteria.
Press F10 to print a hardcopy of the report. The printed report is shown on
the next page.

```
------------------------------------------------------------------------------
JOB ORDER NO.   DESCRIPTION OF WORK (VERB, ADJECTIVE, NOUN)
WO #  LCC  CC   BLDG NO.   WORK LOC   INV   EQP  NO          CALLER
DATE REC'D      DATE START DATE COMP   STATUS                PHONE NO
------------------------------------------------------------------------------


BA-1098-SEAT    REMODEL                                      OFFICERS LOUNGE
00001 02 3333   FAC-NUM-10 CAMARILLO  101   EQUIPMENT-333    JOHNSON, LARRY L.
870811          870817     870826     C

JOB-ORDER-333                                                FLOOR
00077 02 3333   BUILDING-3 SALT LAKE  333   EQUIPMENT-333    HAWKS, JAMES
870427          880101     890101     C

JOB-ORDER-444
00078 02 4444   BUILDING-4 VENTURA    444   EQUIPMENT-444    WILLIAMS, MARK
870427          880101     890101     C           .

JOB-ORDER-555
00079 02 5555   BUILDING-5 BETTENDORF 555   EQUIPMENT-555    PUTTER, WOODY
870427          880101     890101     C

JOB-ORDER-666
00081 02 6666   BUILDING-6 ST. LOUIS  666   EQUIPMENT-666    TURTLE, STEVE
870427          880101     890101     C
```

Figure 6-8. Emergency/Service Status Report (Customer)

6.9 SUMMARY REPORT.

Name of Output: Summary Report

Purpose: Summary Report of Work Order Information from the
                       Active (ESFILE) and/or History (HISTORY) Work Order
                       files

Report Elements: Files:

Jobs Found   Program Computed
Completed Jobs   Program Computed
Uncompleted Jobs   Program Computed
Avg. Completed Hours   Program Computed
Avg. Turnaround Time   Program Computed
Avg. Cost   Program Computed
Total   Program Computed
Estimated Hours   Program Computed
Completed Hours   Program Computed
Uncompleted Hours   Program Computed
P705 Usage/Nonusage   Program Computed
Labor Performance   Program Computed
EPS Utilization   Program Computed
Total   Program Computed
EPS Utilization   Program Computed
Total   Program Computed
With   P705 Standard   Program Computed
Without P705 Standard   Program Computed

```
DATE: 87/Ø8/11          ***   EMERGENCY/SERVICE SYSTEM   ***   REPORT DISPLAY 835
RECORDS FOUND      6      ***   SUMMARY REPORT   ***
--------------------------------------------------------------------------------
                                         TOTAL
--------------------------------------------------------------------------------
    A.   JOBS FOUND                         6
    B.   COMPLETED JOBS                      6
    C.   UNCOMPLETED JOBS
    D.   AVE. COMPLETED HOURS (H/B)         61.8
    E.   AVE. TURNAROUND TIME (DAYS)
    F.   AVE. COST (DOLLARS)
--------------------------------------------------------------------------------
                                         TOTAL       W/P7Ø5 STD      W/O P7Ø5 STD
--------------------------------------------------------------------------------
    G.   ESTIMATED HOURS                  34Ø.Ø                         34Ø.Ø
    H.   COMPLETED HOURS                  37Ø.6                         37Ø.6
    I.   UNCOMPLETED HOURS
    J.   P7Ø5 USAGE/NONUSAGE (G/G1*1ØØ%)  1ØØ.ØØ%          %           1ØØ.Ø%
    K.   LABOR PERFORMANCE  ((G-I/H)*1ØØ%) 91.Ø7%          %            91.7%
--------------------------------------------------------------------------------
    L.   EPS UTILIZATION ((G2-I2)/H1)*1ØØ%)    ***         %         ***
--------------------------------------------------------------------------------

F1Ø=PRINT SUMMARY REPORT                              SF9=EXIT SUMMARY REPORT
```

This screen displays the Summary Report. Press F1Ø to print a hardcopy of the
report. The printed report is on the next page

                        *** SUMMARY REPORT ***

TOTAL RECORD FOUND: 6

                                          TOTAL

A.   JOBS FOUND   6.0

B.   COMPLETED JOBS   6.0

C.   UNCOMPLETED JOBS

D.   AVE. COMPLETED HOURS (H/B)   53.2

E.   AVE. TURNAROUND TIME (DAYS)

F.   AVE. COST (DOLLARS)

                            TOTAL   W/P705 STD   W/O P705 STD

G.   ESTIMATED HOURS   250.0   250.0

H.   COMPLETED HOURS   319.1   319.1

I.   UNCOMPLETED HOURS

J.   P705 USAGE/NONUSAGE (G/G1*100%) 100.0%   %   100.0%

K.   LABOR PERFORMANCE ((G-I)/H*100%)   78.3%   %   78.3%

L.   EPS UTILIZATION ((G2-I2)/H1*100%)   ***   %   ***

Figure 6-9.   Summary Report

6-30

6.10 STANDARD REPORT LISTING.

Name of Output: Standard Report Listing

Purpose: Listing of Standard Report Formats

Report Elements: Files:

Report Element	File
Report Number	ESFORMT
Report Title	ESFORMT
Format Type	ESFORMT
Filename	ESFORMT
Selected Data Elements	ESFORMT
Sort Sequence	ESFORMT
Page Break	ESFORMT
Item Number	ESFORMT
Data Element	ESFORMT
From Value	ESFORMT
To Value	ESFORMT

```
***  EMERGENCY/SERVICE SYSTEM  ***        REPORT MENU 500
          ***  MAIN MENU  ***


-------------------------------------------------------------------------------


        F1 = IN-HOUSE STATUS REPORTS

        F2 = OPERATOR'S INDEX REPORTS

        F3 = CUSTOMER STATUS REPORTS

        F4 = SUMMARY REPORTS

        F5 = PRINT LISTINGS OF STANDARD REPORTS

       SF9 = RETURN TO USER MAIN MENU



-------------------------------------------------------------------------------
```

This screen displays the Report Menu, Press F5 to print a hardcopy of the
Standard Report formats. The printed report is shown on the next page.

```
NUM  REPORT TITLE                              FORMAT           FILE
         SELECTED DATA ELEMENTS                             SORT PG
    ITEM NO  DATA ELEMENT     FROM VALUE         TO VALUE       SEQ BRF
------------------------------------------------------------------------

01   REPORT TITLE                             IN-HOUSE STATUS   ACT

     1. 01    JOB ORDER NO    69                 75                01
     2.                                                            02
     3.
     4.
     5.


02                                            IN-HOUSE STATUS   ACT

     1. 01    JOB ORDER NO    JOB-ORDER-222    JOB-ORDER-555
     2.
     3.
     4.
     5.


01   REPORT TITLE                             OPERATOR'S INDEX  ACT

     1. 25    INVENTORY CODE  EQUIPMENT-333    EQUIPMENT-666
     2.
     3.
     4.
     5.


02                                            CUSTOMER STATUS   ACT

     1. 25    INVENTORY CODE  EQUIPMENT-333    EQUIPMENT-666
     2.
     3.
     4.
     5.


01   REPORT TITLE                             SUMMARY REPORT    ACT

     1. 01    JOB ORDER NO    BUILDING-1       BUILDING-5
     2.
     3.
     4.
     5.
```

Figure 6-10.   Standard Report Listing

6.11 CUSTOMER REPORT.

Name of Output: Customer Report

Purpose: Listing of Customers

Report Elements: Files:
        Customer Code   CUSTOMR
        Customer Name   CUSTOMR

```
          ***  EMERGENCY/SERVICE SYSTEM  ***          DISPLAY 120
          ***  CUSTOMER TABLE INFORMATION  ***

----------------------------------------------------------------------


          CUSTOMER CODE:        1111

          CUSTOMER NAME:        JOHNSON, TED A.




----------------------------------------------------------------------


F1=SEARCH FOR CUSTOMER: ____
F2=FIRST RECORD    F3=NEXT RECORD    F4=PREVIOUS RECORD    F5=ADD    F6=MODIFY
F7=DELETE          F10=PRINT CUSTOMER REPORT              SF9=RETURN TO MENU
```

This screen displays Customer File records. Press F10 to print a hardcopy of
the complete Customer File. The printed report is shown on the next page.

```
                                         ***   EMERGENCY/SERVICE SYSTEM   ***
                                         ***    CUSTOMER REPORT   ***

            CODE                  CUSTOMER
---------------------------------------------------------------------------

            1111                  JOHNSON, TED A.

            2222                  SUSAN THEA SEAGULL

            3333                  OXNARD, ADOLFO I.

            4444                  RICKY WAYNE GLENN

            5555                  PENDERGRASS, DONALD F.

            6666                  HENDRICKS, GREGORY A.
```

Figure 6-11. Customer Report

INDEX

INDEX

INDEX (Cont.)

INDEX (Cont.)

INDEX (Cont.)